Assessment of USMC Quality of Life (QOL) Program Contributions to Readiness, Performance, and Retention
Volume 1: Design and Methodology

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Volume 1: Design and Methodology

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13. ABSTRACT *(Maximum 200 words)*

This report presents an integrated system for assessing the impact of Marine Corps quality of life (QOL) programs on readiness, retention, and performance. The system is based on the integration of program input data and qualitative data provided by program patrons/participants with the QOL data base compiled from periodic administration of the Marine Corps QOL Questionnaire. The rationale for this approach is discussed, appropriate respondent samples are specified, and data collection methods are outlined. Program-specific variable lists suggest appropriate measures of program input as well as outcome variables. Questionnaires to be completed by participants are characterized by brevity and comparability across a variety of programs. Individual questionnaires tailored for each of the programs are included.

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Quality of Life (QOL), QOL programs, assessment of impact, program evaluation, Marine Corps personnel, families of Marines, personnel support, morale, welfare, and recreation

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Foreword

This effort was funded by Headquarters Marine Corps (HQMC), Human Resources Division (MH) under USMC Project Order Number 6MDH4069, under Contract Number DAAL03-91-C-0034. The objective was to design an assessment system and methodology that could be applied to the entire spectrum of Marine Corps Quality Of Life programs, in order to evaluate their impact on desired military outcomes.

The authors wish to thank the funding sponsor, Col Ken Hillman, and Dr. David Smith and their colleagues at HQMC (MH) and HQMC (Morale,Welfare and Recreation).

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THOMAS A. BLANCO
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Summary

Introduction

The U.S. Marine Corps and each of the other military services devote considerable resources to a variety of personnel support programs, generally referred to as Quality of Life (QOL) programs. The primary rationale for such programs is that they are essential to the recruitment, retention, readiness, and performance of an all-volunteer force, capable of carrying out the complex military missions required of a major world power at this point in history.

Problem

The range of personnel services provided by the Marine Corps is impressive, addressing eleven domains of life and employing a variety of service modalities. However, despite research demonstrating the impact of perceived QOL on readiness, retention, and performance, there is very little evidence by which to link the individual QOL programs to such military outcomes.

Objective

The objective of this effort was to design an assessment system and methodology which could be applied to the entire spectrum of QOL programs to evaluate their impact. Fully implemented, it will provide a multi-purpose data base that can be used to examine the results of variation in program implementation, as well as the relative merits of different programs.

The direction of this effort was actually determined by two factors. First, program managers (who had been heavily involved in efforts to develop goals, criteria, measures and metrics) felt that the mechanisms for evaluating process variables were well established and would continue to evolve. Second, but more importantly, it became clear that what was needed was a method for assessing the impact of individual programs on readiness and the ability of the Marine Corps to successfully accomplish its mission. As a result, the focus of the project was logically directed from process outcomes to ultimate outcomes; from concentrating on whether a program achieved its program-level goals to how it contributes to the over-arching goals of the Marine Corps.

Conceptual Considerations

To build a sustainable data base requires that the data collection procedure be simplified so that it can be accomplished with only small modifications to existing procedures and without additional staff. Consequently, this system has been designed to use existing program data that, in most cases, is routinely collected in conjunction with inspections or the preparation of quarterly reports. Where requested data are not already being collected, they would be of the type likely to be included as programs move to electronic storage of their records. Subjective data will be collected from program

participants/patrons only by means of short, focused questionnaires designed to be administered and completed on-site. Using this strategy, the necessity for mailing to a representative sample is precluded

The programs to be included in this assessment cover a variety of services associated with all domains of life. Some focus on the individual service member, while others are intended primarily for the benefit of family members. What they all have in common is the assumption that they will have a positive impact on QOL. It is further hypothesized that each of these programs will ultimately have an effect on retention, readiness, and/or performance.

The program-specific data from this system of questionnaires and program records are designed as an adjunct to a related data base that has been built on the periodic administration of a Marine Corps QOL Questionnaire completed by a representative sample of active Marines. This larger QOL data base will continue to be used to model the relationships between perceived QOL and the desired military outcomes. If users/participants report that a program contributes to positive QOL, it can then be inferred that said positive QOL will ultimately also have an effect on outcomes.

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Distribution List

Introduction

The U.S. Marine Corps and each of the other military services devote considerable resources to a variety of personnel support programs that are generally referred to as Quality of Life (QOL) programs. The primary rationale for such programs is that they are essential to the recruitment, retention, readiness, and performance of an all-volunteer force that is capable of carrying out the complex military missions required of the major world power at this point in history. Recent research has confirmed the long-held assumption that perceptions of QOL do indeed have a causal relationship to these desired military outcomes. Marine Corps leadership has made the assurance of a quality life for members and their families a priority, and has underscored this commitment by a significant increase in funding for QOL initiatives.

Problem

The question of what level of QOL services should be available and how best to provide such services has become a major issue at every strata of public and corporate life. The range of services provided by the Marine Corps is impressive, addressing 11 domains of life and employing a variety of service modalities; ranging, for example, from physical fitness venues to new parent support groups. However, despite research demonstrating the impact of perceived QOL on readiness, retention, and performance, there is not a lot of evidence by which to link individual QOL programs to such military outcomes. Even fewer data are available by which to compare their relative merits and cost-benefits.

Objective

The objective of this effort was the design of an assessment system and methodology that can be applied to the entire spectrum of QOL programs to evaluate their impact. Such a system requires measures that are specific enough to capture the variability of the various programs, while also having sufficient consistency across programs to facilitate the kind of comparisons needed to make trade-off decisions. Fully implemented, it will provide a multi-purpose data base that can be used to examine the results of variation in program implementation as well as the relative merits of different programs.

Background

The assessment system described in this report was designed to build on the prior activities of the Marine Corps in the QOL arena, as summarized below. After consideration of those accomplishments, modifications were made to the project that switched its focus from the development of program measures of effectiveness to assessment of program impact on readiness and other mission-related outcomes.

History of USMC QOL Initiatives

In 1993, the Marine Corps undertook a comprehensive assessment of members' satisfaction with their quality of life, and confirmed the effect of QOL perceptions on readiness and retention (Kerce, 1995). Based on the responses of approximately 10,000 active duty Marines stationed around the world, this research examined how members of all ranks and military specialties felt

about the quality of their lives overall and in 11 different domains of life that ranged from jobs to personal relationships.

Armed with quantitative evidence of the role of QOL in mission accomplishment, the Marine Corps developed an initial plan for improving QOL for its members, established QOL priorities, assessed program delivery systems and, with the Navy, worked to develop a set of common standards to effectively program for QOL initiatives. The QOL Working Group was established as the principal integrator and process owner for all QOL programs in the Marine Corps. This group is chaired by a general officer and reports to the QOL Executive Steering Committee. The revised USMC Quality of Life (QOL) Master Plan, completed in August 1996, detailed the steps taken in assessing and modifying the QOL organizational structure.

In addition, the Marine Corps has taken action to address some of the deficiencies identified by the 1993 survey and currently has a number of programmatic actions under development to better address the needs of the Marine Corps community. Preparations are also underway for the second administration of the Marine Corps-wide QOL survey, to be conducted by Navy Personnel Research and Development Center. The results of this survey will be compared with the baseline data obtained in 1993 and should provide information about the outcome of changes that have been implemented in the interim.

Evolution of the Program Assessment Project

Despite the success of the 1993 assessment in confirming that QOL perceptions have a causal relationship to behavioral consequences such as readiness and retention, it became evident that a method for relating these findings to specific program efforts was also needed. Because programs typically have an impact on more than one domain of life and because that domain is likely to be affected by more than one program, neither domain nor global evaluations automatically point to the success or failure of a specific support program.

Over the past 3 years the problem of determining program effectiveness has been approached in a variety of ways. One effort has been devoted to developing a common set of goals and measures for support programs throughout the Department of Defense (DoD, 1996). The individual Services have also devoted considerable effort to defining program objectives, specifying criteria, and developing measures of effectiveness for their programs. Efforts such as these are essential for process management and form the basis for conventional program evaluation.

This project began as an effort to specify a set of integrated "measures of effectiveness" for the programs administered by the Human Resources Division and the Morale, Welfare, and Recreation Division at Headquarters Marine Corps. That is, the project was originally formulated in conventional program evaluation terms with an emphasis on developing a system that focused on process evaluation.

As talks with the research sponsors progressed, however, two points emerged to change the direction of the research. First, program managers (who had been heavily involved in efforts to develop goals, criteria, measures, and metrics) felt that the mechanisms for evaluating process variables were well established and would continue to evolve. Second, and more important, it

became clear that what was needed was a method for assessing the impact of individual programs on readiness and the ability of the Marine Corps to successfully carry out its mission. With this in mind, the focus of the project shifted from process outcomes to ultimate outcomes; from concentrating on whether a program achieved its program-level goals to how it contributes to the over-arching goals of the Marine Corps

The primacy of this task is underscored by the fact that a number of different research organizations, working with the individual Services, are presently engaged in similar endeavors. With this concentration of effort, the next few years should find policy makers in a position to assure that programs are cost-effective, support the mission, and enhance QOL.

Design Issues

The design of this program assessment system was shaped by a number of considerations, both practical and conceptual. The following brief discussion will illustrate how each of these influenced project methodology.

Practical Concerns

On the practical side, some of the more important issues that influenced system design concerned:

- Building a data base that was sustainable and multi-purpose.

- Minimizing data redundancy and the expenses of data collection.

- Limiting intrusiveness at the individual and program staff levels.

To achieve these three related objectives, the project was designed to supplement on-going research and make use of data that are being collected for those efforts. For example, much of the information required can be obtained from either the USMC QOL data base or central personnel files, matched to project data through the use of member social security numbers. By adopting this approach, redundancy, expense, and intrusion can be kept at a minimum. This ruled out the use of a major survey effort or labor intensive interview options.

To build a sustainable data base requires that the data collection procedure be simplified so that it can be accomplished with only small modifications to existing procedures and without additional staff. To this end, the system has been designed to use existing program data that, in most cases, is routinely collected in conjunction with inspections or the preparation of quarterly reports. Where requested data are not already being collected, they are of the type that are likely to be included as programs move to electronic storage of their records.

Subjective data will be collected from program participants/patrons only by means of short, focused questionnaires designed to be administered and completed on-site. With this strategy the necessity for mailing to a representative sample is precluded. The use of supplemental data from

other data bases makes such an approach feasible. More details about how these practical concerns helped to shape project design is found in the Method section of this report.

Conceptual Considerations

The major conceptual issues to be considered have to do with (1) the level of complexity introduced by multiple programs, life domains, and service modalities; (2) the need for consistency of measures despite that complexity; and (3) the broad questions to be addressed by the research.

Complexity

The framework for assessing QOL is derived from the concept of life domains, allowing us to make sense of a complex, multi-dimensional construct. The relationship between perceptions of global QOL and domain-related QOL has been well documented by a substantial body of research (see Kerce, 1995; Kerce, 1992), showing that domain evaluations can be combined in a linear fashion to predict subjective evaluations of life as a whole. Thus, QOL assessments of a domain by a specific population can be interpreted as indicators of satisfiers or dissatisfiers in that area of their lives.

It might appear, then, that one could determine which programs are working effectively on the basis of the QOL data. To be able to do this, however, would require a one-to-one correspondence between life domains and programs. In reality, each of the 19 programs (and 51 program components) under consideration can be seen to relate to more than a single domain, while each domain is affected by multiple programs. As graphically shown in Figure 1, the resulting pattern of relationships between programs and domains is a complex one that makes it difficult to draw conclusions about the effects of a single individual program.
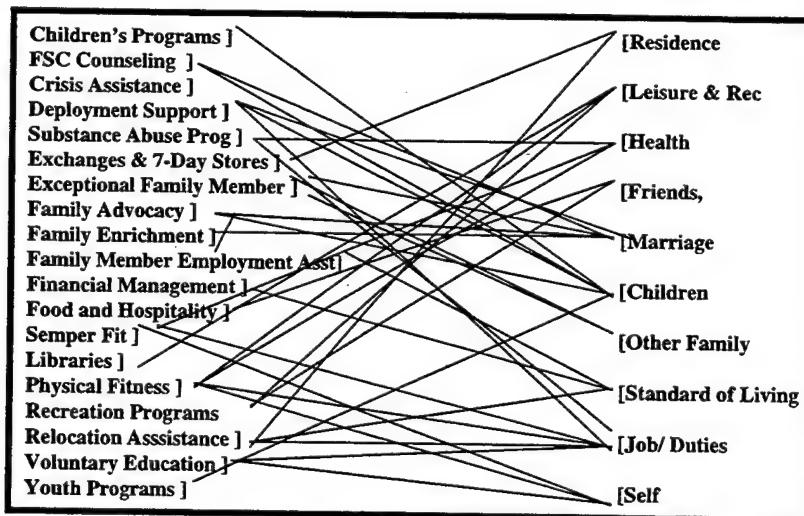

Figure 1. Relationships between QOL programs and life domains.

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Given the utility of QOL assessment for predicting outcomes of interest to the Marine Corps and for pinpointing areas of satisfaction and dissatisfaction, the question becomes one of how to go back a step and determine which programs enhance QOL.

Consistent Measures

To be able to compare programs requires that there is consistency in how their outcomes are measured. However, the group of programs administered by the Human Resources and Morale, Welfare, and Recreation Divisions have widely diverse objectives, offering little consistency among their program-specific outcomes. To be able to find a set of measures equally appropriate for child care and gyms, barracks recreation rooms and marital counseling, etc., required a broader concept of outcomes for measuring effectiveness.

Keeping in mind that a primary goal of this project is to determine the contribution of various programs to recruitment, retention, readiness and performance, it was decided to examine the various mechanisms through which programs contribute to those broader military objectives and thus facilitate mission accomplishment. In other words, what is the rationale for significant military investment in personnel support services?

It was found that seven statements could fully explain the various mechanisms for facilitating missions accomplishment and also adequately portray that underlying rationale for QOL programs. These rationale--or mission-facilitating mechanisms--could then provide a framework for developing consistent outcome measures that were appropriate for the range of programs under consideration. This framework can also be employed to classify programs by function.

The means by which QOL programs are instrumental in maintaining retention, readiness, and performance are:

1. Promote the physical and psychological well-being of members, maintaining quality of life at a level to attract qualified men and women to the Marine Corps and retain them.

2. Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps.

3. Provide a level of support that allows members to concentrate on their work/mission and availability for deployment.

4. Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for Marines in the future.

5. Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles.

6. Help to assure the health and safety of Marines and their families.

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7. Increase family satisfaction with and adaptation to military life style.

Because the programs of concern are all QOL programs, the assumption is that each of them fits into the first functional category of maintaining QOL. In addition, each can logically be seen to relate closely to one or more of the rationale presented above. Using these as a framework, it was possible to develop measures that were consistent for a group of programs within a functional category, and roughly equivalent across functional categories.

Research Questions

In the following section the research questions formulated for each functional category will be presented. In addition to those questions tailored to specific programs, this design will also lend itself to comparative analyses that make it possible to address overarching research questions such as:

Which programs have the greatest impact on the largest number of Marines?

Which programs are perceived to have the greatest impact on mission-related outcomes?

Which programs have the most favorable cost-benefit ratios?

Method Description

The initial phase of the project began with a series of interviews with HQMC program managers and subject-area experts in order to learn about program structures, components, service modalities, target populations, and current data collection and storage practices. Staff members were given an overview of the project's concept and purpose, and were asked to suggest ways that data could be collected from clients or patrons at the point of contact with a program. Finally, using the rationale list, they were asked to identify where each program logically fit into that framework.

Using information provided by Headquarters staff, a detailed plan for implementing this research was developed as explained in the remainder of this section.

Programs

The selection of programs to be assessed was made from those that are considered "core programs" of the Human Resources Division and the Morale, Welfare, and Recreation Division. They are programs that are offered throughout the Marine Corps at all major installations world wide. Programs not fully implemented or pilot programs offered at a few installations were not included.

Also excluded were several umbrella programs whose primary function is coordination rather than direct service to individuals, and Information and Referral (a core program of the Human Resources Division) was omitted because much of the service is either provided by telephone or

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contact is of very brief duration, and neither situation is conducive to obtaining required data from patrons. At the present time 19 programs, as listed below in Table 1, are to be assessed.

It should be noted that Housing, shown as a program to be added in future assessments, is not a function of either the Human Resources Division or Morale, Welfare, and Recreation Division and, as of the date of this report, no decision has been made to include it in this project. However, because it is an important aspect of QOL, the feasibility of assessing housing programs in the same manner as other QOL programs is being considered.

Table 1

QOL Programs Included and Omitted from the Project

QOL Programs Included in the Project
Child Care Program
Counseling Program (non-FAP)
Deployment Support Program
Exceptional Family Member Program
Family Advocacy Program
Family Enrichment Program
Family Member Employment Assistance Program
Food and Hospitality Program
Libraries
Personal Financial Management Program
Physical Fitness Programs
Recreation Programs: Area I
Recreation Programs: Area II
Recreation Programs: Area III
Relocation Assistance Program
Retail Operations
Substance Abuse Program
Voluntary Education Programs
Youth and Teen Programs
QOL Programs to be Added in the Future
Housing Programs
Semper Fit
QOL Programs Inappropriate for this Assessment
FSC Information & Referral Program
FSC Volunteer Coordination Program
FSC Crisis Assistance Program

Conceptual Models

As Table 1 shows, the programs to be included in this assessment cover a variety of services associated with all domains of life. Some focus on the individual service member while others are intended primarily for the benefit of family members. What they all have in common is the

assumption that they will have a positive impact on QOL. It is further hypothesized that each of these programs ultimately has an effect on retention, readiness, and/or performance. Although such effects may be indirect in the case of services for family members, research has established that spouse satisfaction with military life and member retention are significantly correlated (Bland, 1990; Lakhani & Ardison, 1991; Szoc & Seboda, 1984.) Further, the domains of marital and family relationships are important components of global QOL and influence military outcomes via that path.

A simplified, general conceptual model was hypothesized for the purpose of indicating the major relationships among programs, program components, underlying mission-facilitating goals, QOL, and military outcomes. This general model was then applied to each of the programs. Individual program models are presented, along with other program-specific information, in Appendix A.

Because the model was to be used as a concept to unify a large number of disparate programs and program components, the elements of the model are stated in the broadest terms. Thus, program outputs are shown as the mission-facilitating goals that were presented as rationale. For example: the Financial Management Program model specifies outcomes as "makes available the skills and tools to facilitate personal relationships and minimize stress. . ." and "increase family satisfaction with and adaptation to military life." In more concrete detailed models, program outputs might be stated as "improved financial management," "fewer indebtedness letters to commands," or "financial affairs in shape for deployment."

Figure 2 presents the general conceptual model indicating relationships among it's six elements.

Missing from the above graphic representation are the immediate outcome variables, such as utilization and frequency of use.

By applying this general model to each of the programs to be included in the assessment, it was possible to begin the task of operationalizing measures that are needed to confirm the relationships in the model, and to consider how such measures will be obtained. Individual Program Plans were prepared to summarize this information and present the program-specific models. These are presented in Appendix A. In addition to the models and summaries of the variables to be used, these Program Plans also address issues of data collection strategies and samples.
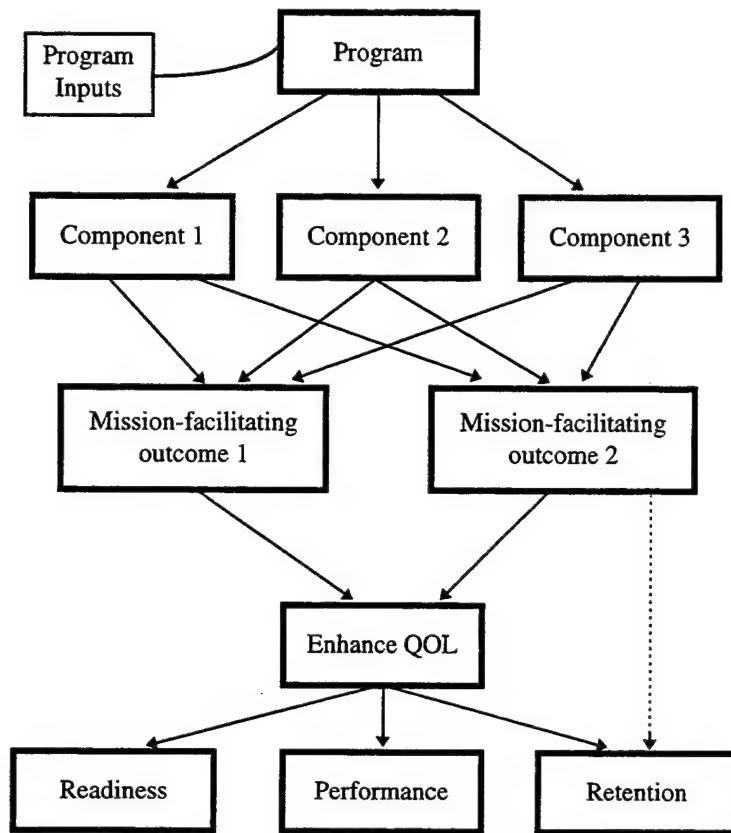
Figure 2. General conceptual model for USMC QOL programs.

Variables and Data Sources

Simultaneous with application of the general model to each of the individual programs, variables thought to be essential for conducting this assessment were identified for each of the following categories:

Independent Variables.

Program Input (Intervening) Variables.

Immediate Outcome (Dependent) Variables.

Ultimate Outcome (Dependent) Variables.

Supplemental Variables from QOL Data for Matched Sub-Group Only.

In addition to these five categories, a sixth category of intermediate outcome variables can be collected for a small number of programs.

Independent Variables

The two independent variables to be used throughout are program component and location. It is suggested that the location variable consist of three data points. The first would be the

installation location; the second, a code for type of installation (e.g., base or air station); and third, the active-duty population at that installation. Current population figures should be available from HQMC (MA). The number of program components being considered will vary according to program.

Program Input (Intervening) Variables

The sources for these measures are the various records and statistics routinely compiled by the program staff. As one might expect, there is considerable variation among the programs. Those that have computerized systems and/or a requirement to submit regular quarterly reports tend to have much better data available than others. Examples of some of the better sources for program input data include the Family Service Center in the quarterly report (which breaks out information for some but not all FSC programs), the Family Advocacy Program (FAP) records, and the Drug and Alcohol Report Tracking System (DARTS) data base for the substance abuse programs.

At a minimum, program input variables should include funding and staffing information, by program component and installation. Unfortunately, some programs may have such data available only on a program-wide basis rather than by component activity.

Beyond the minimum measures, the extent and quality of other measures that can be used to represent program input varies widely among programs. For some, availability indicators can be used (e.g., the number of children that can be enrolled at Child Development Centers.) Program activity indicators, such as the number of workshops or seminars conducted or the number of briefings presented, are also appropriate measures of input.

Immediate Outcome (Dependent) Variables

The most prominent measures among immediate outcomes are those dealing with utilization. This measure is to be used consistently across all programs, but exactly how it is operationalized depends upon service modality and thus varies across programs. For educational type programs, the measure used can be the number of people attending seminars or workshops. For counseling type programs, the measure is more likely to be the number of clients and the number successfully completing the program. In instances where this information is not routinely available, it should be relatively easy to obtain once the assessment system is in place.

Intermediate Outcome (Dependent) Variables

Although these are not listed above as one of the essential variable categories, they are included for all programs where such measures were deemed appropriate. The sources for these variables are the questionnaires to be completed by participant/clients/patrons of the various activities. Items are designed to measure such things as self reports of frequency of use, comparative use of equivalent services or facilities in the community, reports of actual or anticipated behavioral changes, perceived social value of the activity, and characteristics of the service/program/facility that attracted user. The number and form of such items are determined by characteristics of the program being assessed.

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Ultimate Outcome (Dependent) Variables

These variables reflect perceptions of program participants on outcomes at the mission-facilitating level. They are also derived from responses on the participant questionnaires and, as such, are self-report data. Depending upon the rationale for the program, respondents will be asked to answer questions about how the program affects:

- Ability to concentrate on job/military duties.

- Health and safety of members or families.

- Satisfaction with and adaptation to military life.

- Skills to facilitate personal relationships or minimize stress.

- Reduction of tensions between military and family roles.

- Quality of life.

- Perceptions of USMC concern for members and families.

- Education for personal satisfaction and to maximize contribution to USMC.

In a few instances, there are also questions that ask directly about impact on readiness and retention.

Supplemental Variables from QOL Data

The QOL Questionnaire provided a wealth of information reflecting how Marines felt about fundamental aspects of their lives in the Marine Corps in 1993, supplemented by detailed demographic and objective descriptors. This data base is now being updated by a second administration of the questionnaire.

Using selected variables extracted from the QOL data base in conjunction with data collected for this program assessment offers a number of practical advantages and makes it possible to keep participant questionnaires brief. Individuals completing these questionnaires will be matched to the QOL data base using their social security numbers, and, obviously, there will not be a match for all respondents. However, with the large representative sample of QOL data and the broad spectrum of programs represented, the resulting matched sample should be adequate for analysis requirements.

The Program Plans presented in Appendix A suggest appropriate supplemental QOL variables for each program.

Respondent Sample

Surveys mailed to large representative samples are often the only viable option for obtaining the information needed to make data-based policy decisions. For present purposes, however,

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interest was limited to a sub-population of service users and program participants. Those individuals can best be reached by soliciting their opinions and perceptions at the point of contact with the programs. This strategy will not provide information about prior program use but, with an on-going system and individual identifiers, longitudinal assessment of member or family program participation will be possible.

Depending upon the average number served by a program, either a census approach can be used or data collection may be restricted to specified time periods. For regular low-volume programs such as various counseling services, collecting data from all participants is recommended. For programs and services used by many members (e.g., exchanges and physical fitness facilities) an adequate sample can be obtained during limited time periods. Recommendations for appropriate strategies are included in the Program Plans in Appendix A. Sampling strategies can be modified at any time once response rates have been determined.

Data will be collected from active duty members, spouses, or both, depending upon the program and who participates. In connection with Youth Activities programs, data should be collected from parents rather than the children participating.

Questionnaires

Two considerations were salient in the design and development of data collection instruments for this project:

- Limit the length of the instrument to one page to encourage its completion at the delivery site of program or services

- Focus questionnaire content on ultimate outcomes of programs or services

Questionnaires for Participants

For the majority of programs, a single questionnaire was designed that could be used for all of the program components. Exceptions were the Substance Abuse Program, which will use separate questionnaires for the education component and the treatment component; the Food and Hospitality Program, where the temporary lodging facilities required a questionnaire considerably different from clubs, restaurants and snack bars; and the Recreation Program, where seven components were grouped into three areas with a different questionnaire for each area. The 22 resulting questionnaires may be seen in Appendix B.

Average length of the questionnaires is 13 items, which are easily contained on the front and back of a single sheet. They are presented in a format designed to be read by a scanning system, with a form number assigned to each and printed at the top. Evaluative-type items throughout employ a five point response scale, and there are no open-ended items. It is estimated that no more than 10 minutes will be required to complete a questionnaire.

Although each is tailored for a particular program, a similar pattern of content is consistent across most of the questionnaires. Variations are found when the program being assessed calls for them but typical elements include:

a. Explanation and privacy-act statement.

b. Installation locations.

c. Participant category (active duty, spouse, other; Marine or other service.)

d. Program component.

e. Item(s) related to frequency of use, prior involvement, frequency of use of similar programs or facilities in the community, etc.

f. Items assessing ultimate outcomes.

g. Current housing (on-base military, off-base military, civilian).

As the above list shows, few demographic items are included in the questionnaires--a concession to the previously discussed need for brevity. Complete demographic information can be added to an individual's file by matching to the QOL data base or personnel files maintained by Manpower Analysis Division (MA).

Another departure from conventional assessment instruments is the lack of satisfaction scales. There are several reasons for this. First, and most important, expressed satisfaction does not necessarily equal an impact on readiness or other mission-related outcomes, which were the focus of this assessment. In the interest of producing brief, concise questionnaires, it is preferable to use the limited space for items directly related to project concepts.

Second, a number of programs already administer their own satisfaction questionnaires. Most often, this is done at the local level. In general, these local questionnaires are not compiled for the program as a whole, nor are they consistent from one location to the next. However, there may be considerable feelings of ownership on the part of the staff invested in these instruments. Over time, staff members may be willing to give up their local efforts in favor of a single instrument to be used at all locations where a program is available. At that time, satisfaction scales could be added to these questionnaires if that information is thought to be useful. Meanwhile, there is no compelling reason for duplicating their efforts.

Data Collection

Two aspects of data collection that should apply to all programs require that the questionnaires are completed by patrons/participants of the programs rather than the general Marine Corps population and, if possible, should be completed on site. In general, the person who distributes the questionnaire would be the program staff member who has contact with the patron. Because procedural details are likely to vary at the locations, it is difficult to be more precise at this time. The Program Plans in Appendix A each include suggestions for data collection procedures, but these will no doubt need to be amended and/or expanded during the initial implementation of the study.

Data Management and Analysis

As previously discussed, the program-specific data from this system of questionnaires and program records is designed as an adjunct to the data base built on periodic administration of the QOL Questionnaire to a representative sample of active Marines. The QOL data base will continue to be used to model the relationships between perceived QOL and the desired military outcomes. Without those data, a much more complex approach would have been necessary in order to assess program impact on readiness, retention, and performance. Because adequate measures of these military outcomes are provided by the QOL questionnaire, it was not necessary to include them in program assessment instruments. Further, there was no need for the type of data that would support modeling techniques that demonstrate causal relationships so long as that evidence was provided by analysis of the QOL data. If users/participants report that a program contributes to positive QOL, it can then be inferred that said positive QOL will ultimately have an effect on outcomes. All of this means, however, that the most vital analytic procedures will need to be performed using files that combine the two sets of data.

The appropriate statistical procedures to be used can best be determined by the researchers who will be tasked with the analysis effort once the characteristics of variable distributions, etc., are known. Appendix C presents the author's ideas about how the data files should be set up and suggests several analyses that can be done using the supplemental data.

To aid in decisions regarding resource allocation, the Marine Corps is especially interested in the comparison of treatment programs and components with preventative programs. Other comparisons should look at programs that are related to the same life domain, and also those with the same underlying mission-facilitating purpose(s).

Information about the relative merits of various components of a program, as determined from responses of program participants, is of special interest at the program management level. Similarly, analysis of a single program or program component that is provided throughout the Marine Corps can provide program managers with an opportunity to examine differences associated with location. Used in conjunction with program input information, it may be possible to attribute variation in outcomes to either implementation or environmental influences.

Next Steps

The program assessment project will be conducted for the Marine Corps by Navy Personnel Research and Development Center.

Implementation

Implementation of the program assessment project is scheduled to begin over the next few months at four Marine Corps installations: Marine Corps Base (MCB) Camp Pendleton, Marine Corps Air Ground Combat Center (MCAGCC) Twentynine Palms, MCB Camp Lejeune, and Marine Corps Air Station (MCAS) Cherry Point. The initial implementation will serve as a pilot test of the system, and will allow any necessary modifications to be made prior to full implementation. The size of the populations represented by the four sites chosen for the pilot test are large enough to be considered representative of the entire Marine Corps. Data collection efforts are scheduled to begin early in 1998 and run through April 1998.

Upgraded Technology

Taking advantage of several currently-available technologies could improve the efficiency of this system and minimize inconvenience. If the Marine Corps elects to fully implement the system at all locations, the use of upgraded technology should be given serious consideration. One way in which "modernization" could benefit this effort would be through computer administration of the questionnaires at a number of the program sites. In particular, this would seem feasible at such places as the Relocation Program office, where patrons already use a computer for viewing SITES information, and at Career Centers in conjunction with the Family Member Employment Assistance Program, where clients conduct computer-based job searches.

A second strategy, that would benefit not only this effort but other research and evaluation efforts as well, would be the use of a "smart card" to obtain services, use facilities, etc. throughout the Marine Corps. This card could be encoded with complete demographic information plus the individual's social security number so that future questionnaires would not need to ask for that information and matching data from various sources would be easily accomplished. Cards issued to family members would include their sponsors social security number so that family groupings could be made. With this technology, it would be relatively simple to determine the cluster of QOL provisions used by an individual or a family.

Summary

The objective of this report has been to offer the design and tools of an alternate approach to the problem of determining program effects that have an impact on the military mission of the Marine Corps. This is not a new concern and various approaches have been tried with little or no success over the past decade. As discussed earlier, the complexity that makes this task so difficult is due to the need to *simultaneously* look at a network of program elements and services, designed to have multiple effects on multiple domains of life. Add to that the complexity of individual human responses and it is easy to see why assessments of multiple programs remain a missing part of the QOL equation.

The science--or art--of program evaluation has developed quite dramatically in recent years, but its most widely-accepted methods are difficult to apply to this problem. Conventional program evaluation approaches can do a very good job of revealing whether *things are being done right* but are less useful in determining if *the right things are being done*. That is, they have been very useful for assessing process and short-term goals and less effective in determining long-term impact. This is because, in part, rigorous program evaluations are typically tailored to the specifics of a single program or, at most, a group of programs with the same immediate goals but different methods for achieving them.

Comprehensive Quality of Life research is providing a good foundation for determining if we are doing the right things. That research has gone a long way toward understanding how Marines perceive their lives and how those perceptions affect their subsequent behavior. To the degree that members are pleased and satisfied with their lives it can be assumed that their needs are being met, while indications of dissatisfaction suggest areas where modifications need to be

made. What isn't known at this point is which of the programs for assuring a positive QOL in the Marine Corps are most effective.

As a supplement to on-going QOL research efforts, program impact assessment narrows the focus from life domains to individual programs. However, to examine many programs in a comparative way requires that the way outcomes are defined must be broad enough to represent their common purposes. Outcome measures presented here reflect the rationale underlying programs and are based on the following assumptions, many of which have been supported by other research (e.g., Burnham, Meredith, Sherbourne, Valdez, & Vernez,1992; Coolbaugh, 1995; Etheridge, 1989; Kerce, 1995; Manning, 1991; Sadacca, McCloy, & DiFazio, 1992):

- Organizations that demonstrate concern for their members encourage commitment to the organization.

- Positive perceptions of quality of life are associated with readiness and retention.

- Spouse and family satisfaction with military life is a factor in retention.

- Educational achievements of individuals improve performance and maintain required expertise in the Marine Corps.

- Support services facilitate concentration on military duties.

Although asking the right questions is paramount in the success of the assessment effort, there are two additional factors that will be critical. To a very large extent, the success of the assessment will depend upon front-line staff members who must distribute and collect user questionnaires at the close of providing services. It is important they understand that this effort can reveal their successes, as well as areas for improvement, and thus assure that funding will continue. Too often, staff perceive any type of evaluation or comparative assessment as an attack upon their competency. Researchers can attempt to change those perceptions during the course of the pilot test, but it is program managers at HQMC that can do the most to point out assessment advantages.

A second area of concern is the availability of program input data. Despite improved tools for data management and a growing appetite for data, central computer-stored program data bases are still an exception. Available records should be sufficient for purposes of the pilot test, but improvements in some of the program areas will be needed to make the system a self-sustaining one. Fortunately, most programs are already engaged in efforts to improve documentation of their activities (for reasons apart from this effort) and such improvements should provide easier access to the data required for evaluation and research.

If the compilation of input data and the collection of qualitative data from patrons and clients can be accomplished without significant disruption of other program activities, the assessment system can become self-sustaining and provide essential information to various levels within the Marine Corps. Continued monitoring of QOL and programs that assure maintenance of QOL at an acceptable level will continue to be of primary importance to the Marine Corps' ability to accomplish its mission. Primary QOL challenges are expected in the nature of military duties

and career expectations (Naval Studies Board, 1988) as we move into the next century. With anticipated technological and social changes, military forces of the future are expected to be better educated than today's members, and it should be remembered that increased education goes hand-in-hand with increased QOL expectations.

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Appendix A

Program Plans and Models

Child Care Program

Program Components: Child Development Centers
Family Home Care
Special Programs and Services

Mission-facilitating goal/purpose:
(3) Provide a level of support that allows members to concentrate on their work/mission and availability for deployment.

(6) Help to assure the health and safety of members and families

(7) Increase family satisfaction with and adaptation to military life style

Research questions:

1. Does the availability of USMC sponsored child care on the installation contribute to the ability of members to concentrate on their military duties?

2. Does the availability of USMC sponsored child care on the installation increase family satisfaction with military life style?

3. Does the availability of USMC sponsored child care make it possible for more spouses to seek employment and thus contribute to the financial well-being of Marine families?

4. Is USMC sponsored child care seen as evidence of Marine Corps concern for members and families?

5. Do parents feel confident about the health and safety of their children in USMC sponsored child care?

6. Do child care programs enhance quality of life?

7. Which of the child care programs is associated with the most favorable outcomes?

9. What are the differences between most successful and least successful of the USMC child care programs across installations?

List of variables to be used to address research questions:

Variables

		Source
A.	**Independent Variables**	
	1. Program Component (sub-program)	HQ Program Management
	2. Installation	HQ Program Management
B.	**Program Input (Intervening Variables)**	
	3. Capacity : total number of spaces represented by sub-program by installation	Program Quarterly Reports
	4. Staff : professional and volunteer	Program Quarterly Reports
	5. Funding	HQ Program Management
	6. Availability of extended hours	Program Quarterly Reports
C.	**Immediate Outcome (Dependent) Variables [1]**	
	7. Utilization - number of children enrolled in each of the sub-programs	Program Quarterly Reports
	8. Category of children enrolled - by installation and sub-program, totals for:	Program Quarterly Reports
	children of officers	
	children of enlisted members	
	children of DOD civilians or contractors	
	children of military retirees	
	9. Age group totals of enrolled children, by installation and sub-program	Program Quarterly Reports
	10. Number of enrolled children of dual military couples	Program Quarterly Reports
	11. Number of enrolled children of single parents	Program Quarterly Reports
	12. Number of special needs children enrolled	Program Quarterly Reports
D.	**Ultimate Outcome (Dependent) Variables**	
	13. Perceptions of how program impacts concentration on duties/job	Patron Questionnaire

A–2

List of variables to be used to address research questions: (continued)

Variables

Source

14. Reports of how program impacts satisfaction with military life style — Patron Questionnaire
15. Reports of effect on family income — Patron Questionnaire
16. Assessments of health and safety of children enrolled in the programs — Patron Questionnaire
17. Perceptions of developmental appropriateness of the environment — Patron Questionnaire
18. Perceptions of program contribution to QOL — Patron Questionnaire
19. Comparison based on experience with other CC arrangements — Patron Questionnaire
20. Perception of contribution to personal readiness — Patron Questionnaire

E. Supplemental Variables from QOL Data Base for Matched Sub-Group Only

21. Global QOL Composite — USMC QOL Data Base
22. "Relations with Children", items 2, 5, 7, 15, 16 — USMC QOL Data Base
23. "Background Information", items 1, 2, 3, 4, 5, 11, 14 — USMC QOL Data Base
24. Performance Index — USMC QOL Data Base

Notes:

Variables 3 through 12 are collected for each sub-program and all 19 sites, and are maintained in the data file for program level analyses.

Variables 13 through 20 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.
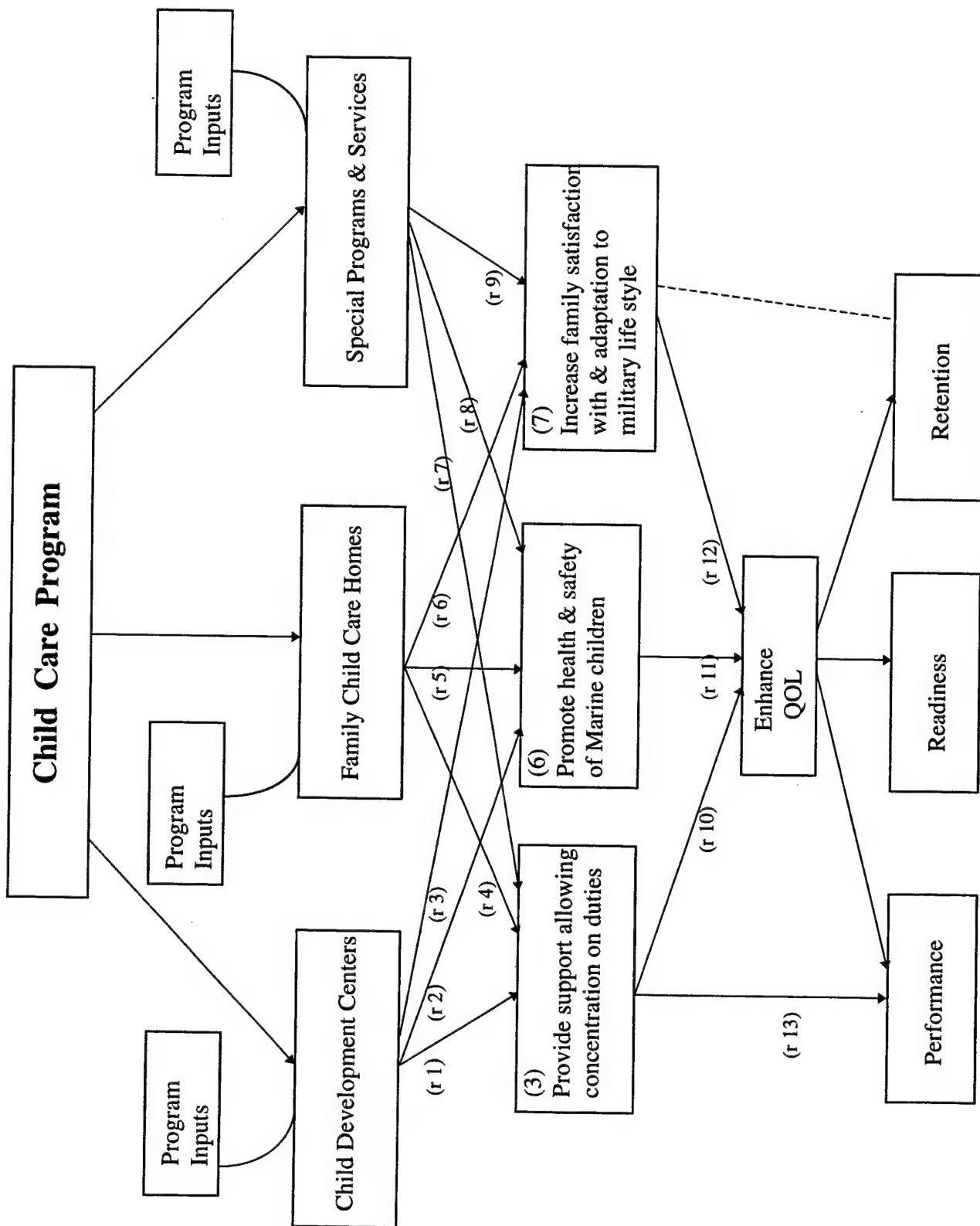
Data Used to Test Model Relationships

(r 1) through (r 9): Responses given on patron questionnaire by program component.

(r 10) through (r 12): Responses given on patron questionnaire supported by global QOL composite from QOL data base where available

(r 13): Performance index from QOL data base if available, item 15 from Relations with Children section of QOL questionnaire, plus (variable 13) item 8 from patron questionnaire

Respondent Sample Description

All child care patrons in all three sub-programs if possible, but at least in Child Development Centers and Family Child Care programs. Respondent may be either parent.

Data Collection Strategy (Subject to agreement from program managers)

Patron questionnaires should be distributed and collected by program staff twice a year and submitted in conjunction with the institutionalized quarterly reports. Each patron (including civilians and retirees) should be requested to complete a questionnaire and should be encouraged to complete it on-site. Suggest that data collection should be conducted during the week of September 30 and the week of March 30.

It is anticipated that a single instrument can be used for patrons in all three sub-programs. Should be single-page scannable format. Installation programs submit to Headquarters with the Quarterly Report.

COUNSELING (NON-FAP) PROGRAM

Program Components:
    Individual Counseling
    Marriage Counseling
    Family Counseling

Mission Facilitating Goal/Purpose: (2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

    (5) Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles

    (7) Increase family satisfaction with and adaptation to military life style

Research Questions:

1. Do clients feel that the counseling they received helped them deal with the presenting problem?

2. Do clients believe that they have acquired skills that will help them improve personal relationships?

3. Do clients perceive that the availability of the counseling program contributes to quality of life?

4. Do clients feel that the counseling program has increased their satisfaction with and adaptation to military life style?

5. Do clients perceive the counseling program as a demonstration of concern by the Marine Corps for members and families?

6. How do clients made aware of the availability of counseling services at the FSC?

7. What are differences between the most successful and least successful programs across locations?

List of variables to be used to address research questions:

Variable | Source

A. Independent Variables

  1. Program Component
  2. Installation

B. Program Input (Intervening) Variables

  3. Funding, by component by installation — FSC Quarterly Report
  4. Staffing, by component by installation — FSC Quarterly Report
  5. Outreach, marketing efforts — ?
  6. Waiting time for appointments — ?

C. Immediate Outcome (Dependent) Variables

  7. Number of clients, individual counseling — FSC Quarterly Report
  8. Number of clients, couples counseling — FSC Quarterly Report
  9. Number of clients, family counseling — FSC Quarterly Report
  10. New cases, individual — FSC Quarterly Report
  11. New cases, couples — FSC Quarterly Report
  12. New cases, family — FSC Quarterly Report

D. Intermediate Outcome (Dependent) Variables

  13. Cases closed, individual — FSC Quarterly Report
  14. Cases closed, couples — FSC Quarterly Report
  15. Cases closed, family — FSC Quarterly Report
  16. How learned about FSC Counseling Program — Client Questionnaire
  17. Perceptions of progress in dealing with presenting problem — Client Questionnaire

List of variables to be used to address research questions (continued):

Variable

Source

E. Ultimate Outcome (Dependent) Variables

18. Number referred to continuing counseling   Client Questionnaire
19. Clients' reports of acquiring skills to improve personal relationships   Client Questionnaire
20. Client perceptions of program contribution to QOL   Client Questionnaire
21. Client perceptions of availability of program as a demonstration of concern for members and families   Client Questionnaire
22. Client perceptions of program contribution to satisfaction with and adaptation to military life   Client Questionnaire
23. Client perceptions of being better able to cope with stress   Client Questionnaire

F. Supplemental Variables from QOL Data for Matched Sub-Group Only

24. Global QOL Composite   QOL Data Base
25. "Background Information", items 1, 2, 3, 4, 5, 11, 14   QOL Data Base
26. "Marriage/Intimate Relationship", items 1, 3, 5, 6, 12   QOL Data Base
27. "Relations with Children", items 2, 3   QOL Data Base
28. "Self", items 1, 2   QOL Data Base

Notes:

Variables 3 through 15 are collected for each sub-program and all 19 sites, and are maintained in the data file for program level analyses.

Variables 16 through 21 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc.) are computed and then added to the Program File. In addition to the variables listed above, this individual participant/client file should contain identifiers for matching and some demographic information.

FSC Counseling Program

Program Inputs

Family Counseling

Marriage Counseling

Individual Counseling

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)
(r 10)
(r 11)

(7) Increase family satisfaction with and adaptation to military life

(2) Demonstrate concern for members and families to enhance morale and commitment to MC

(5) Make available the skills and tools to facilitate positive relationships and reduce stresses

Enhance QOL

Retention

Readiness

Performance
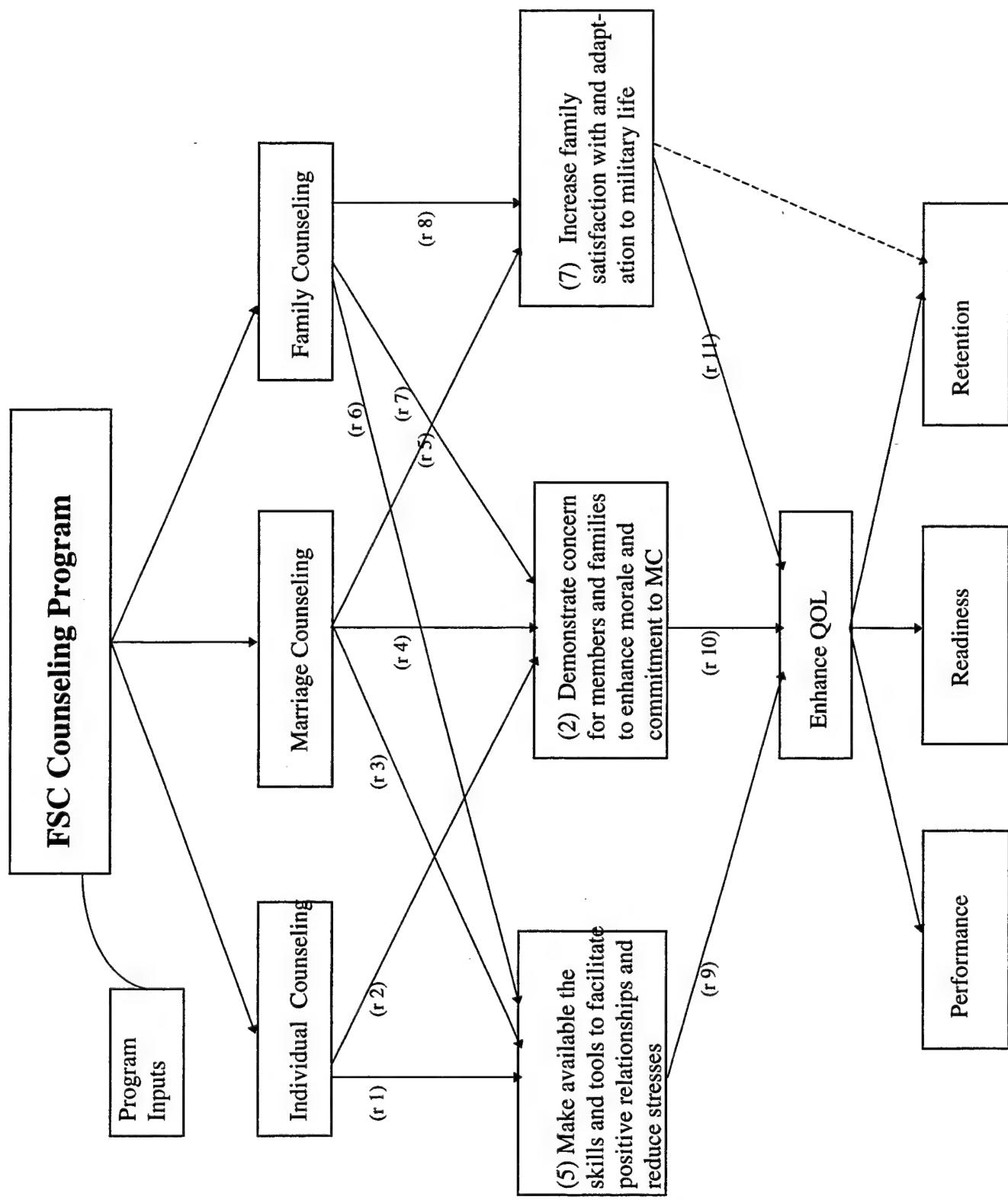
Tests of Model Relationships:

(r 1) through (r 8): client questionnaires used with program input variables
(r 9) through (r 11): client questionnaires supported by QOL data where available

Respondent Sample Description:

Population is limited enough to plan on a census of all counseling clients that are either active duty members or spouses of active duty members. For the marital counseling component, both member and spouse should complete questionnaire.

Data Collection Strategy:

Clients are given questionnaires at close of last scheduled session. Questionnaires should be completed on-site and returned at that time. Individual FSCs may wish to do a later follow-up as well if resources are available.

DEPLOYMENT SUPPORT PROGRAM

Program Components: Pre-deployment Program
                            Mid-deployment Assistance
                            "Return and Reunion"

Mission Facilitating Goal/Purpose: (5) Make available the skills and tools to facilitate personal relationships and minimize stresses of military life

(7) Increase family satisfaction with and adaptation to military life style

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

Research Questions:

1. Type of issues addressed by mid-deployment assistance?

2. Do participants feel that deployment support program helped them cope with the stress of deployment?

3. Did participation increase spouses' sense of a support system or a more tight-knit military community?

4. Do participants feel that these programs have had a beneficial effect on their marital relationships?

5. Do participants perceive these programs as demonstration of MC concern for members and/or spouses?

6. Do participants feel that these programs contributed to their quality of life?

7. Do participants feel that the programs increased family satisfaction with military life style?

8. What are differences between most successful and least successful programs across installations?

List of variables to be used to address research questions:

Variable   Source

A. Independent Variables

   1. Program component
   2. Installation

B. Program Input (Intervening) Variables

   3. Funding, by component and installation   Program Records [1]
   4. Staffing, by component and installation   Program Records [1]
   5. Number of sessions, workshops, etc. presented by component, installation   Program Records [1]
   6. Presentation topics, format (if varied across installations)   Program Records [1]
   7. Marketing outreach efforts (total number or total time spent?)   Program Records [1]

C. Immediate Outcome (Dependent) Variables

   8. Utilization: total number participating by component by installation   Program Records [1]
   9. Number of components attended by individual participants   Participant Questionnaire
  10. Number of first deployment participants in any component   Participant Questionnaire
  11. Number of dual career participants in any component   Participant Questionnaire

D. Intermediate Outcome (Dependent) Variables

  12. Type of issues addressed by mid-deployment assistance   Participant Questionnaire
  13. Perceptions of mid-deployment participants of program's impact
      on sense of community and mutual support system   Participant Questionnaire
  14. Effect on personal relationships of skills acquired through participation   Participant Questionnaire

List of variables to be used to address research questions (continued):

Variable	Source

E. Ultimate Outcome (Dependent) Variables

	Variable	Source
15.	Participant assessments of program benefits in coping with deployment stress	Participant Questionnaire
16.	Participant assessment of program effect on spouse/family satisfaction with military life style	Participant Questionnaire
17.	Perceptions of the program as demonstration of MC concern for families	Participant Questionnaire
18.	Perceptions of program contribution to quality of life	Participant Questionnaire

F. Supplemental Variables from QOL Data for Matched Sub-Group Only

	Variable	Source
19.	Global QOL Composite	QOL Data Base
20.	"Background Information", items 1, 2, 3, 4, 5, 11, 13, 14	QOL Data Base
21.	"Marriage/Intimate Relationship", items 1, 12, 13	QOL Data Base
22.	"Job", items 1, 11	QOL Data Base
23.	Personal Readiness Composite	QOL Data Base

Notes:

1   Any of these data that are not available at the present time should be included in file expansion plans

Variables 3 through 8 are collected for each site, and are maintained in the data file for program level analyses.

Variables 9 through 18 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.

DEPLOYMENT SUPPORT PROGRAM

Program Inputs

Program Inputs

Program Inputs

"Return and Reunion"

Mid-Deployment Assistance

Pre-Deployment Program

(7) Increase family satisfaction with and adaptation to military life style

(5) Skills to facilitate personal relationships & minimize stress

(2) Demonstrate concern for members and families

Enhance QOL

Retention

Readiness

Performance

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)
(r 10)
(r 11)
(r 12)
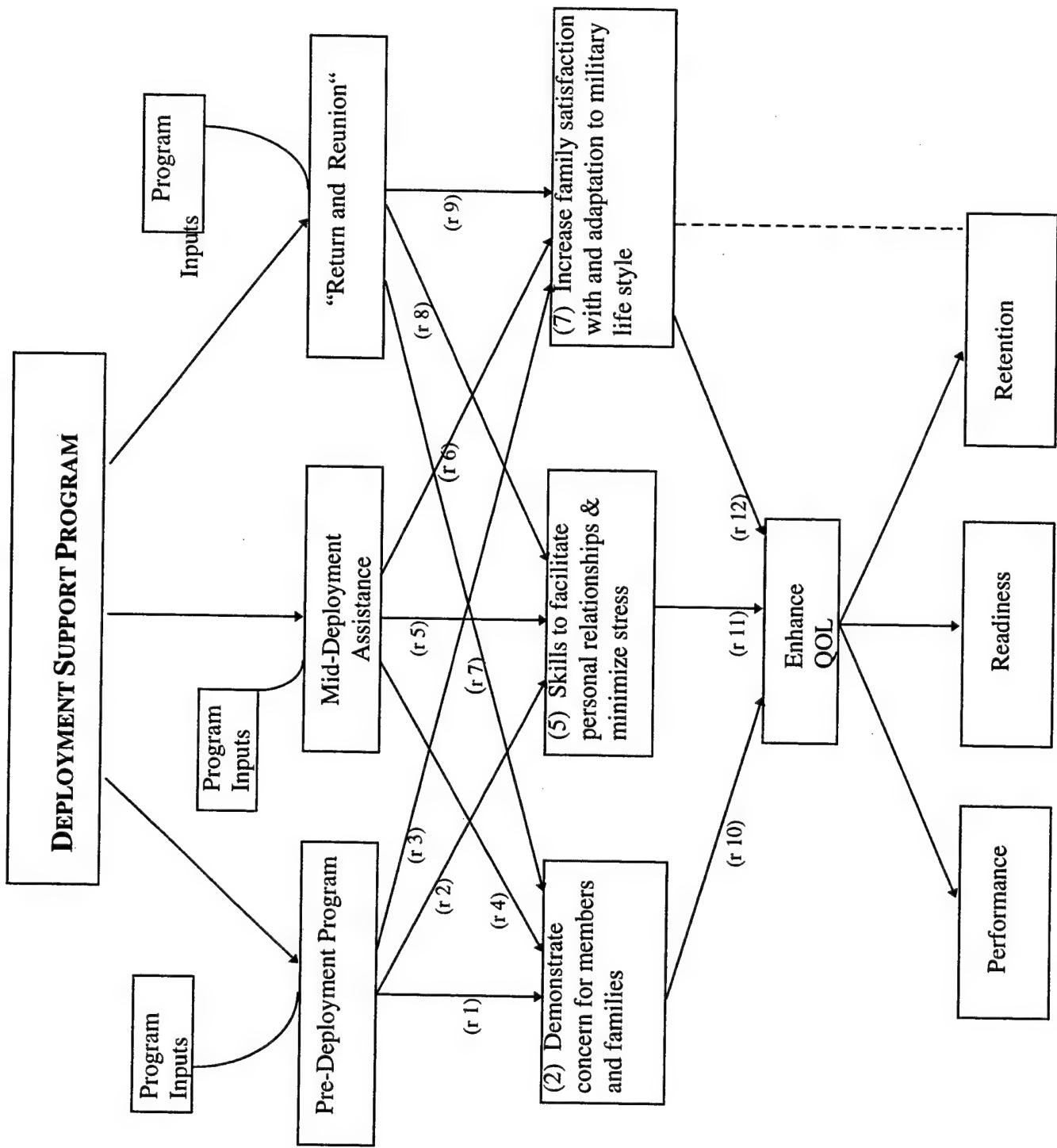
Tests of Model Relationships:

(r 1) through (r 9):   responses on participant questionnaires with program input variables across locations

(r 10) through (r 12):   responses on participant questionnaires supported by QOL data where available

Respondent Sample Description:

Participation in the pre-deployment program may be mandatory for military members if the deploying unit is sponsoring it. Otherwise, it would be optional for both member and spouse. The return and reunion for members is held aboard ship before arrival so is probably attended by all unit members, with optional attendance for spouses back at the base. Both deploying members and spouses should complete the participants' questionnaire, but those attending post-deployment component will not necessarily be the same people as those who attended the pre-deployment briefing -- although they may be. The mid-deployment component will involve spouses only.

Pilot test will involve all members in a selected MEU. For the future, each FSC will administer questionnaires whenever they are conducting deployment support activities, and these will necessarily involve different time frames. Questionnaires should be collected from all participants and analyzed annually.

Data Collection Strategy:

A single instrument will be used for both the pre-deployment and return and reunion components. At the pre-deployment phase, the questionnaire will be distributed at the close of the seminar/briefing, completed on-site, and collected by the program team. A similar method will be employed for the "return and reunion" program provided for spouses. For members returning from deployment, the program team will leave the questions with C.O. to be distributed in approximately two weeks after program session and before MEU is disbanded. Members will complete questionnaire while on duty and they will be collected by the unit and returned to FSC.

A second questionnaire, somewhat different in content, is recommended for spouses participating in mid-deployment components of the program where those are offered. Program team will distribute and collect.

The feasibility of this approach should be assessed following pilot test.

EXCEPTIONAL FAMILY MEMBER PROGRAM

Program Components:

Appropriate duty assignments
Resource referrals
Support groups

Mission Facilitating Goal/Purpose: (2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(3) Provide a level of support that allows members to concentrate on their work/mission and availability for deployment

(6) Help to assure the health and safety of Marines and their families

Research Questions:

1. Do program participants feel that the program makes it more possible for them to concentrate on their duties?

2. Do participants perceived the program as demonstration of concern for members and families?

3. Do participants believe that the program helps to assure the health and safety of family member?

4. Do participants report that program contributes to quality of life?

5. What do participants see as most useful part of the program?

6. What are differences between most successful and least successful programs across locations?

List of variables to be used to address research questions:

Variable	Source
A. Independent Variables	
1. Location	
B. Program Input (Intervening) Variables	
2. Funding	Program records
3. Staff	Program records
4. Volunteer hours	FSC Quarterly Report
5. Number of program participants served	FSC Quarterly Report
6. Number of briefings	FSC Quarterly Report
7. Number of workshops/seminars	FSC Quarterly Report
8. Program marketing efforts	FSC Quarterly Report
C. Immediate Outcome (Dependent) Variables	
9. Number of resource referrals	
10. Relationship to member of EFM	Participant questionnaire
11. Most helpful aspect of program	Participant questionnaire
D. Ultimate Outcome (Dependent) Variables	
12. Participant perceptions of increased focus on duties	Participant questionnaire

List of variables to be used to address research questions (continued):

Variable		Source

13. | Participant reports of reducing conflict between family and military roles | Participant questionnaire
14. | Participant perceptions of impact on retention | Participant questionnaire
15. | Participant perceptions of impact on QOL | Participant questionnaire
16. | Participant perceptions of this program as demonstration of concern for members and families | Participant questionnaire

F. Supplemental Variables from QOL Data for Matched Sub-Group Only

17. | Global QOL Composite | QOL data base
18. | "Background Information", items 1, 2, 3, 4, 5, 11, 14 | QOL Data Base

Notes:

Any of these input data that are not available at the present time should be included in file expansion plans

Variables 2 through 9 are collected for each site, and are maintained in the data file for program level analyses.

Variables 10 through 16 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.

EXCEPTIONAL FAMILY MEMBER PROGRAM

Program Inputs

Support Groups

Resource Referral

Appropriate Assignments

(2) Demonstrate concern for members and families to enhance morale & commitment

(6) Help assure health and safety of Marines and their families

(3) Support allowing allowing members to concentrate on duties

Enhance QOL

Retention

Readiness

Performance

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)
(r 10)
(r 11)
(r 12)
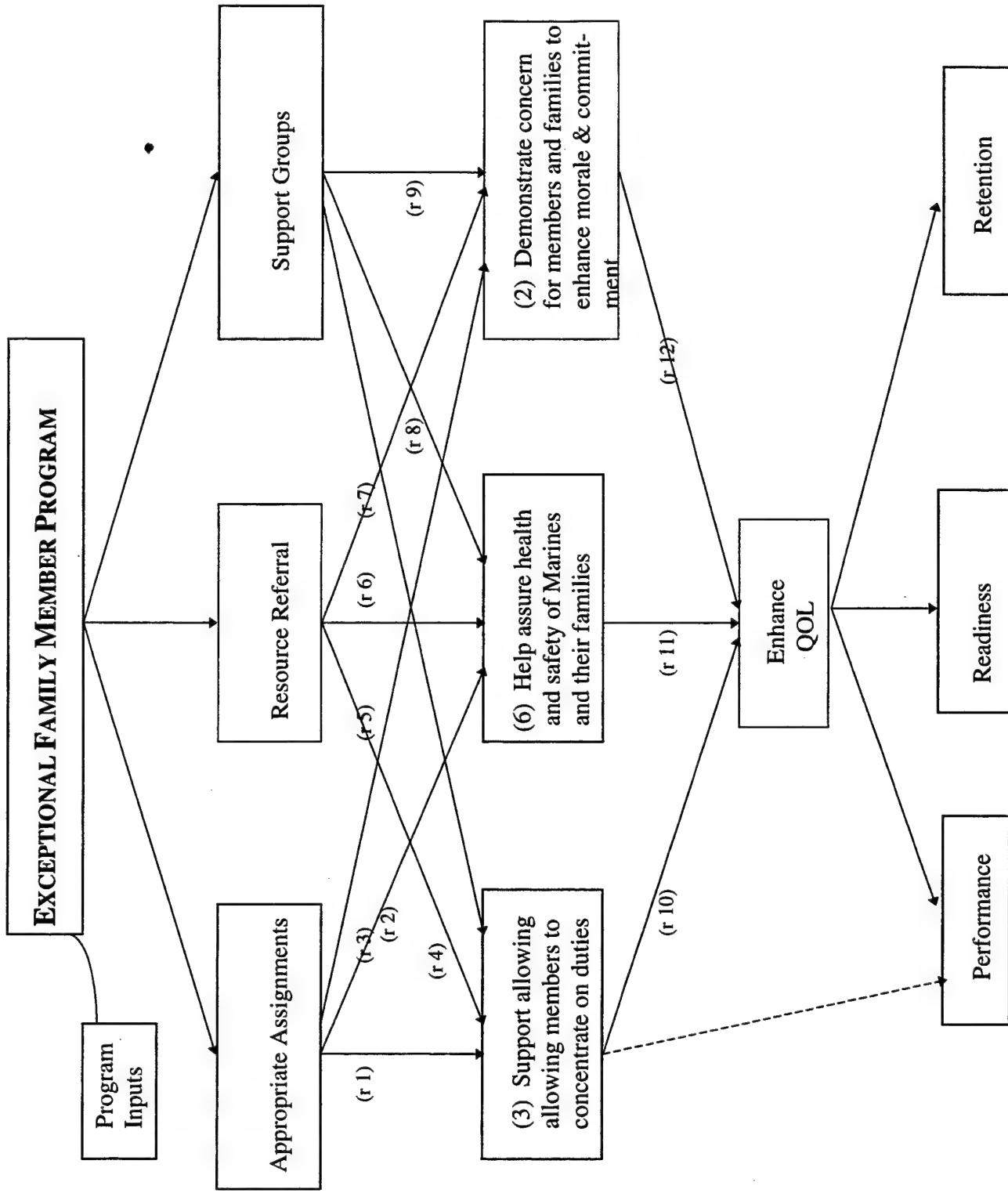
Tests of Model Relationships:

(r 1) through (r 9):
(r 10) through (r 12):

Respondent Sample Description:

Member or spouse representing all EFM cases. Obtaining questionnaires from both member and spouse would be a plus in situations where this is appropriate.

Data Collection Strategy:

Questionnaires should be distributed and collected at the point of contact with the FSC and completed on-site. Details remain unknown at this time.

FAMILY ADVOCACY PROGRAM (FAP)

Program Components: Intervention and Case Management
New Parent Support Group
Prevention Services

Mission Facilitating Goal/Purpose: (5)   Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles

(6)   Help to assure the health and safety of Marines and their families

Research Questions:

1.   Has the incidence of child and/or spouse abuse declined with the implementation of preventative services?

2.   Has the incidence of abuse of infants declined with the implementation of New Parent Support program?

3.   Do program participants feel that they have learned skills that help them to maintain positive personal relationships?

4.   Do program participants feel that they have learned skills that help them to cope with stress and reduce tensions between family and military roles?

5.   Do participants perceive that the program contributes to their quality of life?

6.   Do participants perceive that the program has an impact on health and safety of Marines and families?

7.   Do participants in the New Parent Support program feel more confident of their parenting skills because of the program?

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

   1. Program Component (Sub-Program)
   2. Installation

B. Program Input (Intervening) Variables

3. Funding (by component program by installation)	FSC Quarterly Report
4. Staffing (by component program by installation)	FSC Quarterly Report
5. Volunteer hours	FSC Quarterly Report
6. Number of briefings presented	FSC Quarterly Report
7. Number of workshops/classes	FSC Quarterly Report
8. Number of FAP Prevention Services contacts by category by installation	FSC Quarterly Report
9. Number of participants in FAP groups by category by installation	FSC Quarterly Report
10. Program marketing initiatives (total)	FSC Quarterly Report

C. Immediate Outcome (Dependent) Variables

11 Number of participants in workshops/classes	FSC Quarterly Report
12. New FAP cases by category by installation	FSC Quarterly Report
13. New NPSP Prevention Services cases by level by installation	FSC Quarterly Report

List of variables to be used to address research questions (continued):

Variable	Source

D.   Ultimate Outcome (Dependent) Variables

14.   Participant reports of program impact on ability to cope with stress — Participant Questionnaire
15.   Participant reports of program impact on personal relationships — Participant Questionnaire
16.   Participant perceptions of program impact on QOL — Participant Questionnaire
17.   Participant perceptions of program as a demonstration of MC concern — Participant Questionnaire
18.   Participant opinions about impact of program on health and safety — Participant Questionnaire
19.   NPSP participant confidence in parenting skills — Participant Questionnaire

F.   Supplemental Variables from QOL Data Base for Matched Sub-Group Only

20.   Global QOL Composite — QOL data base
21.   "Background Information", items 1, 2, 3, 4, 5, 11, 14 — QOL data base
22.   "Marriage/Intimate Relationship", item 1 — QOL data base
23.   "Relations with Children", item 2 — QOL data base

Notes relative to variables listed:

Variables 3 through 13 are collected for each sub-program and all 19 sites, and are maintained in the data file for program level analyses.

Variables 14 through 19 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc.) are computed and then added to the Program File. In addition to the variables listed above, this individual participant/client file should contain identifiers for matching and some demographic information.

Family Advocacy Program

Program Inputs

Intervention & Case Management

CCR case disposition

Other Prevention Services

New Parent Support Program

(r 1)

(r 2)

(r 3)

(r 4)

(r 5)

(r 6)

(r 7)

(r 8)

(r 9)

(6) Ensure health and safety of Marines and families

(5) Skills to facilitate positive personal relationships

(5) Minimize stresses of military life

(r 10)

(r 11)

(r 12)

Enhance QOL

Readiness

Retention

Performance

A-24
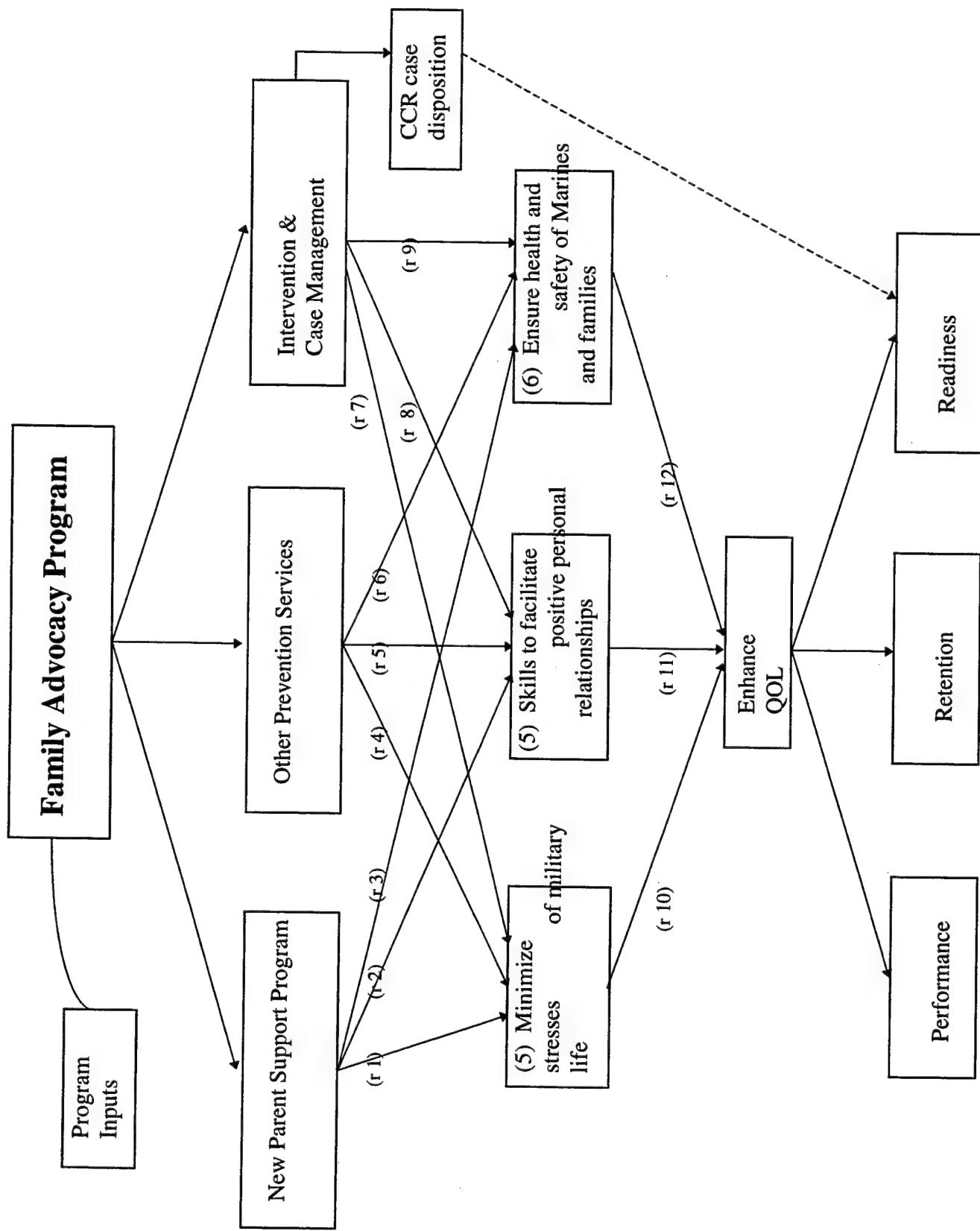
Tests of Model Relationships

(r 1) through (r 9): Program input variables used with responses from participant questionnaires
(r 10) through (r 12): Questionnaire responses supported by QOL data where available

Description of Respondent Sample(s):

Data should be collected from all attendees at workshops, group sessions, seminars, etc, and from all counseling clients. Both active duty and spouses in those groups should be included where possible.

Data Collection Strategy

At workshops and seminars the questionnaire should be distributed at the end of the session, completed on-site, and collected by program staff. Counselors should have clients complete questionnaire before releasing from counseling.

FAMILY MEMBER EMPLOYMENT ASSISTANCE PROGRAM

Program Components: "Job Ready" Workshops and Seminars
                            Job Referral / Job Searches
                            Career Counseling

Mission Facilitating Goal/Purpose: (2) Demonstrate concern for members and their families to enhance morale and
                            commitment to the Marine Corps

(7) Increase family satisfaction with and adaptation to military life

(4) Provide educational opportunities that lead to personal satisfaction,
maximize individual contributions and maintain expertise in the Marine Corps

Research Questions:

1. Do programs contribute to family satisfaction with military life?

2. Are programs perceived as demonstrating concern for family welfare?

3. Do programs contribute to quality of life for Marine Corps families?

4. What percent of program participants are successful in finding employment?

5. Do program participants feel they will be more successful in finding desirable employment as a result of the program?

6. Which of the program components get the higher ratings by participants ?

7. What are differences among most successful and least successful programs across installations?

List of variables to be used to address research questions:

Variable	Source
A. Independent Variables	
1. Program component (sub-program)	
2. Installation	
B. Program Input (Intervening Variables)	
3. Funding (by component, if available), by installation	FSC Quarterly Report
4. Staff (professional/volunteer), by installation	FSC Quarterly Report
5. Total number of briefings by installation	FSC Quarterly Report
6. Total number of workshops by installation	FSC Quarterly Report
7. Total marketing initiatives by installation	FSC Quarterly Report
C. Immediate Outcome (Dependent) Variables	
8. Total number of job referrals, by sponsor paygrade by installation	FSC Quarterly Report
9. Total number of counseling clients, by sponsor paygrade by installation	FSC Quarterly Report
10. Total number in workshops and seminars, by sponsor paygrade by installation	FSC Quarterly Report
11. Total number individual career plans, by sponsor paygrade by installation	FSC Quarterly Report
D. Intermediate Outcome (Dependent) Variables	
12. Number of program services used by individual participant	Participant Questionnaire
13. Reason for participation based on employment situation	Participant Questionnaire
14. Channel for participant awareness of program	Participant Questionnaire
15. Participant perceptions of program-related improvement in job skills	Participant Questionnaire

**List of variables to be used to address research questions (continued):**

Variable

Source

E. Ultimate Outcome (Dependent) Variables

16. Assessment of chances of getting type of job desired after program participation — Participant Questionnaire
17. Perceptions of program contribution to financial well being of family — Participant Questionnaire
18. Participant opinions regarding program contribution to quality of life — Participant Questionnaire
19. Perceptions of these services as demonstration of Marine Corps concern for families — Participant Questionnaire
20. Perceived contribution of program to satisfaction with military life style — Participant Questionnaire
21. Perceived impact of participant employment on retention of member — Participant Questionnaire

F. Supplemental Variables from *SPONSOR'S* QOL Data for Matched Sub-Group Only

22. Global QOL Composite — QOL Data Base
23. "Background Information", items 1, 2, 3, 4, 5, 11, 14 — QOL Data Base
24. "Income & Standard of Living", items 1, 3, 4, 6 — QOL Data Base

Notes:

Variables 3 through 11 are collected for each site, and are maintained in the data file for program level analyses.

Variables 12 through 21 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information

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FAMILY MEMBER EMPLOYMENT ASSISTANCE PROGRAM

Program Inputs[1]

Career Counseling

Program Inputs[1]

Job Referrals/Job Searches

Program Inputs[1]

"Job Ready" Workshops

(2) Demonstrate concern for members and families to enhance morale and commitment to MC

(4) Education opportunities for personal satisfaction, & to maximize individual contributions

(7) Increase family satisfaction with and adaptation to military life style

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)

Enhance QOL

Retention

Readiness

Performance
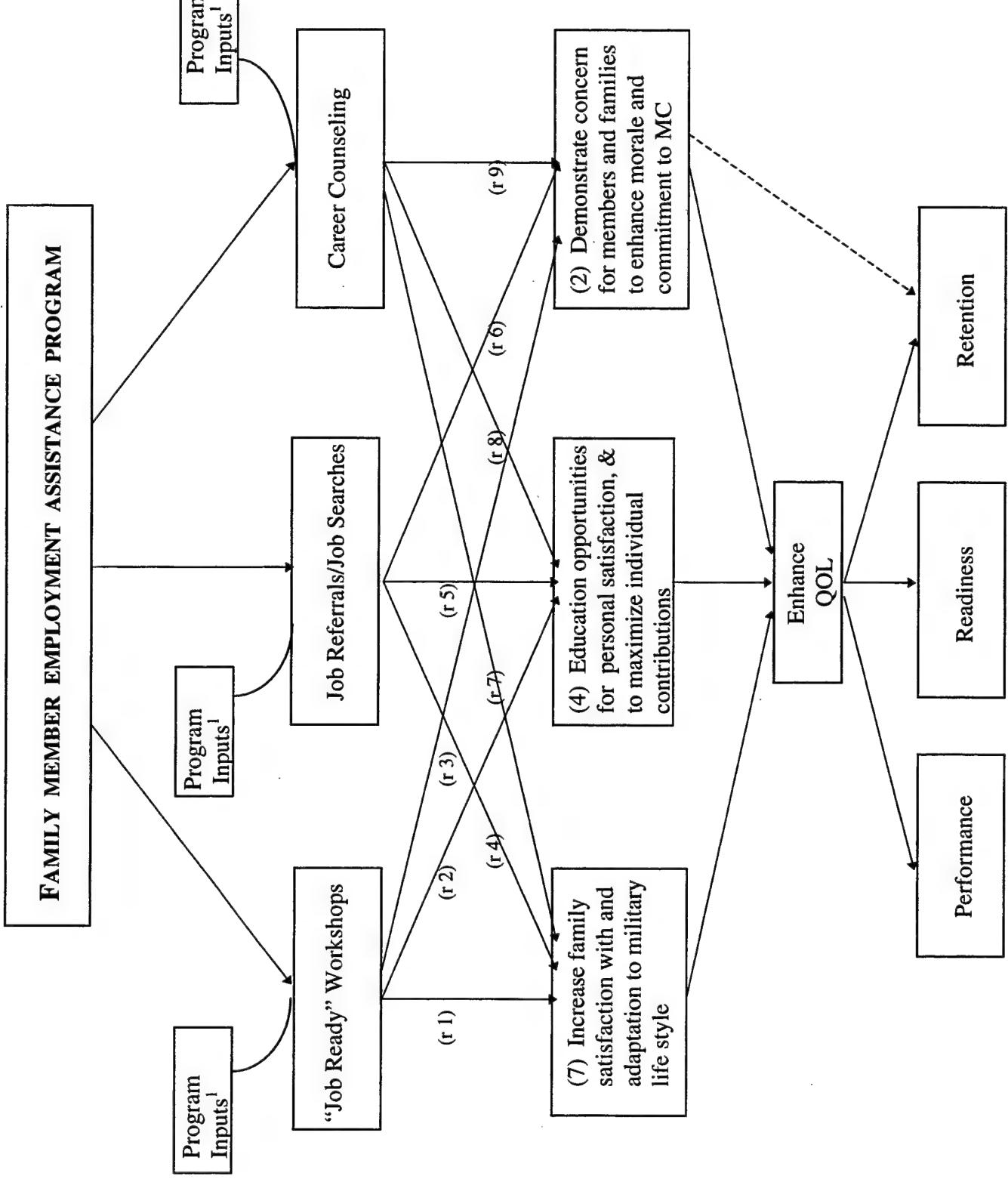
Tests of Model Relationships

(r 1) through (r 9): Program input data with responses from participant questionnaires.
(r10) through (r 12): Responses from questionnaires supported by QOL data where available.

Respondent Sample Description

Should be all military spouses using FMEAP services.

Data Collection Strategy

Staff presenting the workshops/seminars should distribute questionnaires and collect them at the end of such classes. Career counselors need to see that clients complete the questionnaire before end of counseling on final visit. Researcher check with Career Center on best method for getting other participants of the program.

FINANCIAL MANAGEMENT PROGRAM

Program Components: Financial Education
Financial Counseling

Mission-facilitating goal/purpose: (3) Provide a level of support that allows members to concentrate on their work/mission and availability for deployment

(6) Make available the skills and tools to facilitate personal relationships and minimize the stresses of military life

(7) Increase family satisfaction with and adaptation to military life

Research Questions:

1. Do participants anticipate improvement in financial affairs as a result of program participation?

2. Do program participants anticipate that improved financial affairs will allow greater concentration on their military duties?

3. Do participants anticipate that better management of financial affairs will reduce stress?

4. Will program participation ultimately result in family members being more satisfied with military life style?

5. Does this program contribute to quality of life in the Marine Corps?

6. What are the differences between most successful and least successful programs across locations?

A-31

List of variables to be used to address research questions:

Variables

Source

A. Independent Variables

1. Program Component (sub-program)
2. Installation

B. Program Input (Intervening Variables)

3. Staff, by installation — FSC quarterly reports
4. Funding, by installation — FSC quarterly reports
5. Number of briefings provided to commands, units, community — FSC quarterly reports
6. Number of workshops/classes — FSC quarterly reports
7. Number of counseling clients — Program records [1]

C. Immediate Outcome (Dependent) Variables

7. Number of attendees at briefings — FSC quarterly reports
8. Number of participants in workshops/classes — FSC quarterly reports
9. Number of counseling clients (individuals and couples) — FSC quarterly reports

D. Intermediate Outcome (Dependent) Variables

10. Channel for awareness/referral to program — Participant Questionnaire
11. Participants' perceptions of relevance of educational topics — Participant Questionnaire
12. Reports of expected improvement in financial affairs following program participation — Participant Questionnaire
13. Reports of anticipated behavioral changes following program participation — Participant Questionnaire

List of variables to be used to address research questions: (continued)

<u>Variables</u>   <u>Source</u>

E.   Ultimate Outcome (Dependent) Variables

    14.   Perception of how skills learned will impact stress   Participant Questionnaire
    15.   Perceptions of how financial affairs impact concentration on duties/job   Participant Questionnaire
                           & QOL data base
    16.   Reports of how program will impact family satisfaction with military life style   Participant Questionnaire
    17.   Perceived contributions to quality of life   Participant Questionnaire

F.   Supplemental Variables from QOL Data Base for Matched Sub-Group Only:

    19.   Global QOL Composite   QOL data base
    20.   "Background Information", items 1, 2, 3, 4, 5, 11, 14   QOL data base
    21.   "Income & Standard of Living", items 1, 2, 3, 4, 6, 15, 16   QOL data base

Notes relative to variables listed:

Variables 3 through 9 are collected for all 19 sites, and are maintained in the data file for program level analyses.

Variables 10 through 17 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc.) are computed and then added to the Program File. In addition to the variables listed above, this individual participant/client file should contain identifiers for matching and some demographic information.

Financial Management Program

- Program Inputs
- Financial Counseling
- Financial Education
- (7) Increase family satisfaction with & adaptation to military life
- (5) Tools to improve personal relationships & minimize stress
- (3) Support allowing members to concentrate on duty matters
- Enhance QOL
- Retention
- Readiness
- Performance

(r 1) (r 2) (r 3) (r 4) (r 5) (r 6) (r 7) (r 8) (r 9)
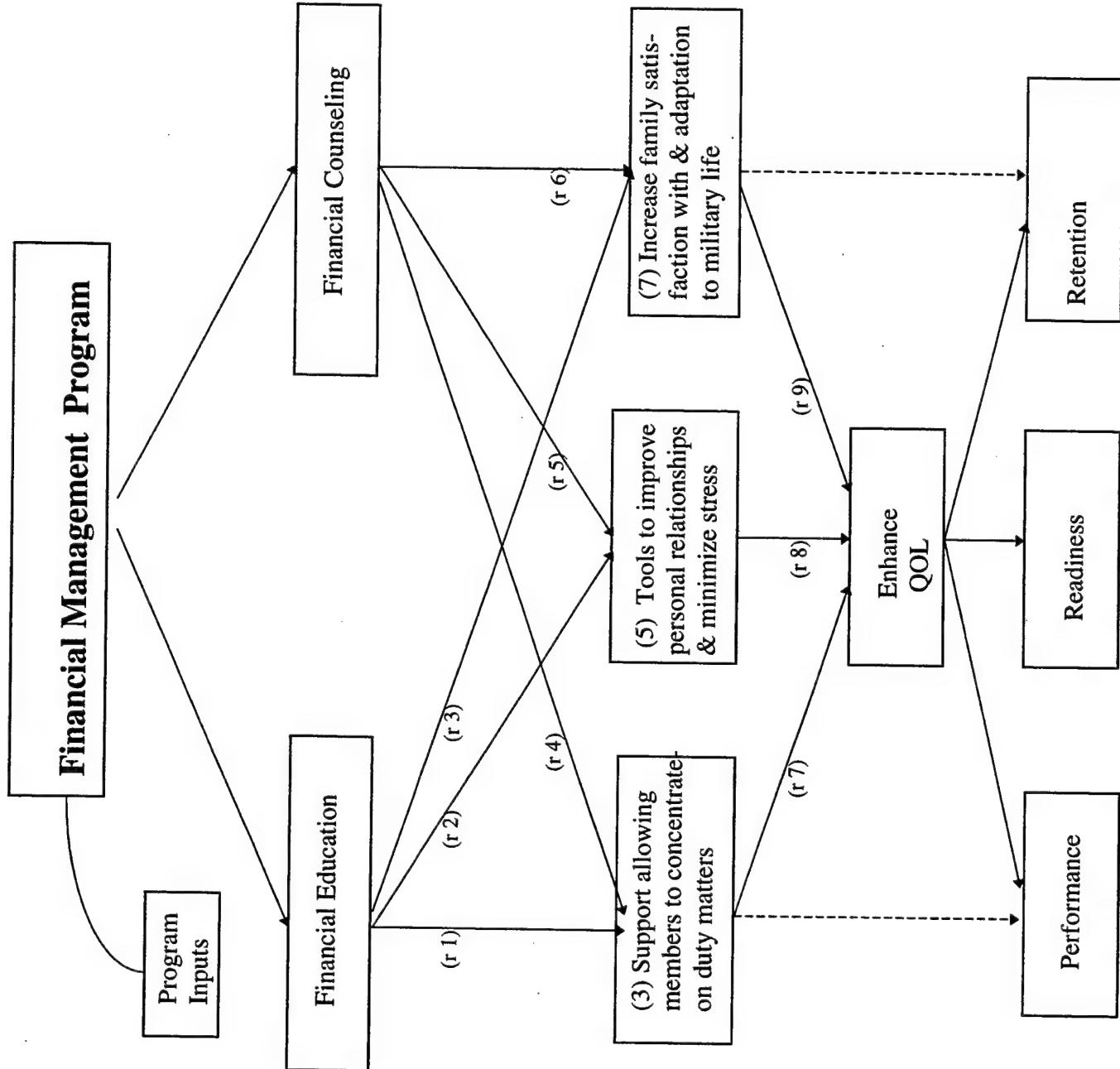
Tests of Model Relationships:

(r 1) through (r 6):   Responses given on participant questionnaires with program inputs

(r 7) through (r 9):   Participant questionnaires supported by QOL data where available

Respondent Sample Description

All participants of educational classes and seminars and counseling clients. Analysis will use active duty members and spouses.

Data Collection Strategy

Participant questionnaires should be distributed and collected when class or seminar is presented. Should be done each time, not all will be handed in. Counseling clients should be asked to complete questionnaire at last planned session at the FSC and completed on-site.

FOOD AND HOSPITALITY PROGRAM

Program Components: Clubs
                              Temporary Lodging Facilities
                              Snack Bars

Mission Facilitating Goal/Purpose: (2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(7) Increase family satisfaction with and adaptation to military life style

Research Questions:

1. How do patron assessments of traditional clubs versus snack bars and restaurants vary?

2. Do patrons report visiting program food establishments with greater frequency than similar establishments in the community?

3. What do users say are the reasons for frequenting program food establishments?

4. Do patrons feel that program food establishments contribute to their quality of life?

5. Do patrons perceive program establishments as demonstrations of concern by the Marine Corps?

6. Do patrons believe that these programs have an impact on family satisfaction with military life?

7. Do clubs and other program food establishments offer members opportunities for socializing?

A-36

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

1. Installation
2. Component: type of clubs (combined or separated by rank) or restaurant or snack bar (bowling center or golf course); or temporary lodging facility

B. Program Input (Intervening) Variables

3. Staffing — Program Records
4. Profits contributed to QOL programs (previous calendar year) — Program Records
5. Number of rooms, suites available at temporary lodging facilities — Program Records

C. Immediate Outcome (Dependent) Variables

6. Utilization: number of patrons by component — *Not available*
7. Utilization: for temporary lodging facilities, % occupancy rate — Program Records
8. Utilization: reported frequency of use for clubs, snack bars, etc. — Patron Questionnaires
9. Time of day most likely to frequent food establishment — Patron Questionnaire
10. Utilization: clubs and snack bars frequency compared to frequency of use of comparable community facilities — Patron Questionnaires
11. Utilization Reasons: price, convenience, familiarity, sociability — Patron Questionnaires

D. Ultimate Outcome (Dependent) Variables

12. Comparison of these facilities with similar community facilities regarding opportunity for socializing — Patron Questionnaire

List of variables to be used to address research questions (continued):

Variable	Source
13. Perceptions of program as a demonstration of MC concern for members	Patron Questionnaires
14. Reports of program contribution to quality of life	Patron Questionnaires
15. Perceptions of impact on family satisfaction with military life	Patron Questionnaires

E. Supplemental Variables from QOL Data for Matched Sub-Group Only

16. Global QOL composite	QOL Data Base
17. "Background Information": items 1, 2, 3, 4, 5, 11, 14	QOL Data Base
18. "Leisure and Recreation": items 1, 4a, 4e, 4j, 4m, 4n, 4aa, 4ee, 4jj, 4mm, 4nn	QOL Data Base

Notes:

Variables 3 through 7 are collected for each sub-program and all 19 sites, and are maintained in the data file for program level analyses.

Variables 8 through 15 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc.) are computed and then added to the Program File. In addition to the variables listed above, this individual participant/client file should contain identifiers for matching.

Food & Hospitality Program

Program Inputs

Snack Bars & Restaurants

Temporary Lodging Facilities

Clubs

Increase family satisfaction with & adaptation to military life style

Demonstrate MC concern for members and families

Profits

Profits

Enhance QOL

Retention

Readiness

Performance

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
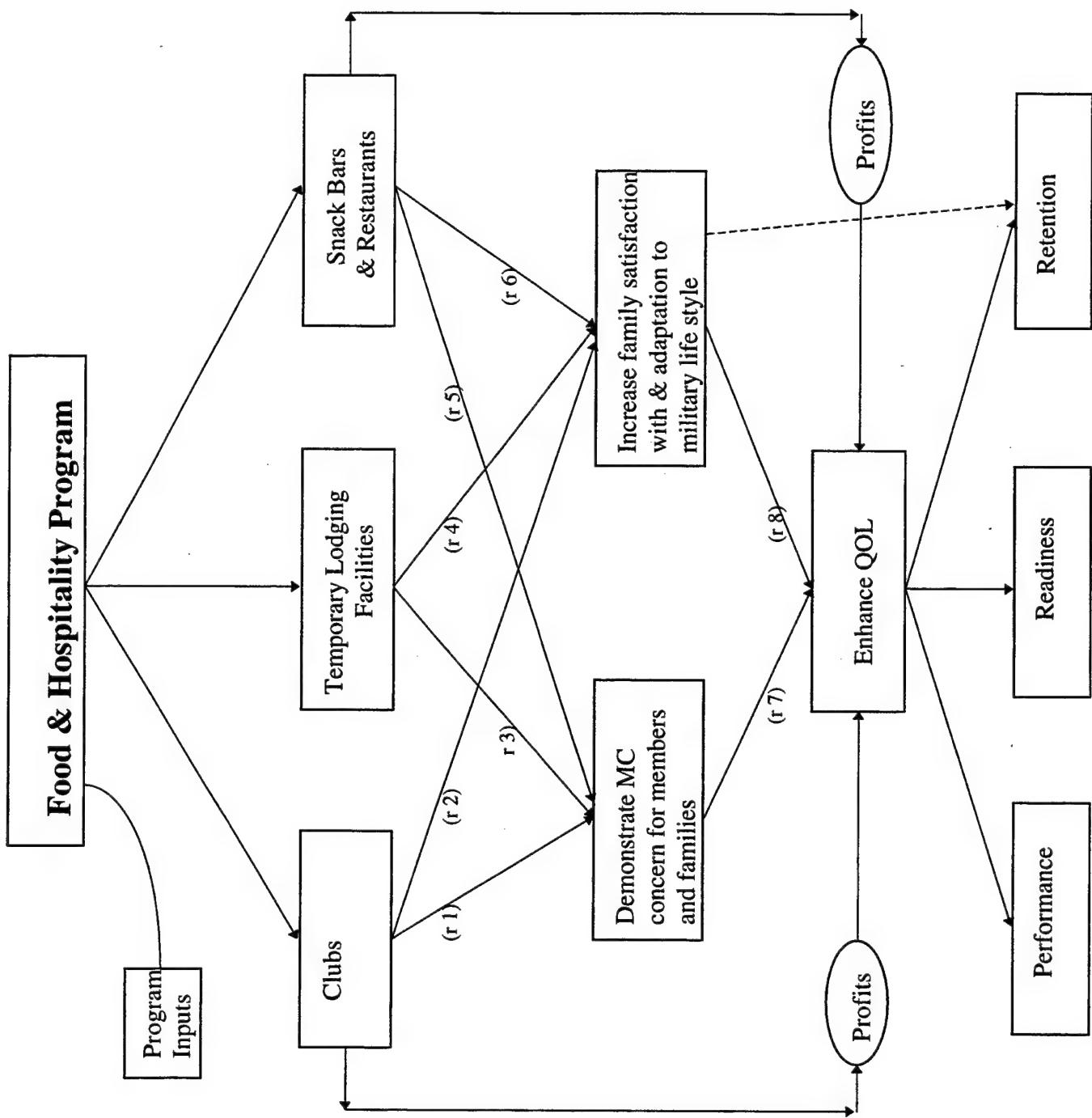
Tests of Model Relationships:

(r 1) through (r 6):   Patron questionnaires with program input data
(r 7) and (r 8):   Patron questionnaires supported by QOL data where available

Respondent Sample Description:

For this program, two different questionnaires will be used resulting in two separate samples. For the food establishments with high volume, staff should try to include as many patrons as possible during two 2-week periods. This can be expanded if it appears that response rate is too low   At temporary lodging facilities (the second questionnaire) data collection should be continuous.

Data Collection Strategy:

At snack bars and clubs, either questionnaires can be placed on each table or presented with the check. The exact mechanism for handling this will need to be determined through trial and error and may vary from one establishment to the next. The best method may depend on whether one pays at the table or to a cashier.

At the temporary lodging facilities, questionnaires can be distributed and collected when patrons are checking out

Questionnaires should be sent to MWR.

Library Program

Mission-facilitating goal/purpose:

(4) Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for Marines in the future

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(7) Increase family satisfaction with and adaptation to military life style

Research Questions:

1. Do Marines and family members use on-base library more frequently than community library?

2. Do patrons report that they are successful in finding information and materials they require at the on-base libraries?

3. Do the on-base libraries provide support for the voluntary education efforts of active duty Marines?

4. Do the on-base libraries contribute to leisure enjoyment of Marines?

5. Are the on-base libraries perceived as a USMC demonstration of concern for members and families?

6. Do the on-base libraries contribute to family satisfaction with military life style?

7. Do on-base libraries contribute to quality of life for members and families?

8. What are the differences between the most successful and least successful MC libraries across locations?

Variables to be used to address research questions:

Variables | Source

A. Independent Variables

1. Program
2. Installation

B. Program Input (Intervening variables)

3. Funding — Program statistics
4. Staff — Program statistics
5. Hours of operation — Program statistics
6. Inventory of resources
   (book volumes, periodicals, computers, videos, books-on-tape) — Program statistics
7. Computer search capability (dichotomous - yes, no) — Program statistics
8. Inter-library loan capability (dichotomous - yes, no) — Program statistics
9. Special programs for children (dichotomous - yes, no) — Program statistics

C. Immediate Outcome (Dependent) Variables

10. Utilization: Numbers of patrons by location — Program statistics
11. Services used (use dummy coding for 9 services) — Patron Questionnaire
12. Comparison of use with community libraries — Patron Questionnaire
13. Comparison of frequency of use with community library — Patron Questionnaire

D. Ultimate Outcome (Dependent) Variables

14. Participant perceptions of effect on morale — Patron Questionnaire
15. Participant reports of contribution to educational activities? — Patron Questionnaire

Variables to be used to address research questions (continued):

	Variables	Source
16.	Patron reports of library contribution to leisure enjoyment	Patron Questionnaire
17.	Patron perceptions of program as a demonstration of MC concern for members and families	Patron Questionnaire
18.	Patron perceptions of library contribution to quality of life in MC	Patron Questionnaire
19.	Patron reports of the extent library programs contribute to satisfaction with military life	Patron Questionnaire

E. Supplemental Variables from QOL Data Base for Matched Sub-Group Only:

20.	Global QOL Composite	QOL data base
21.	"Background Information" - items 1, 2, 3, 4, 5, 6, 11, 14	QOL data base
22.	"Leisure & Recreation" - item 1, 4-26	QOL data base

Notes:

Variables 3 through 10 are collected for each site, and are maintained in the data file for program level analyses. If these are not currently available, some effort should be devoted to devising ways to routinely get this information.

Variables 11 through 19 come from the patron questionnaires and are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.
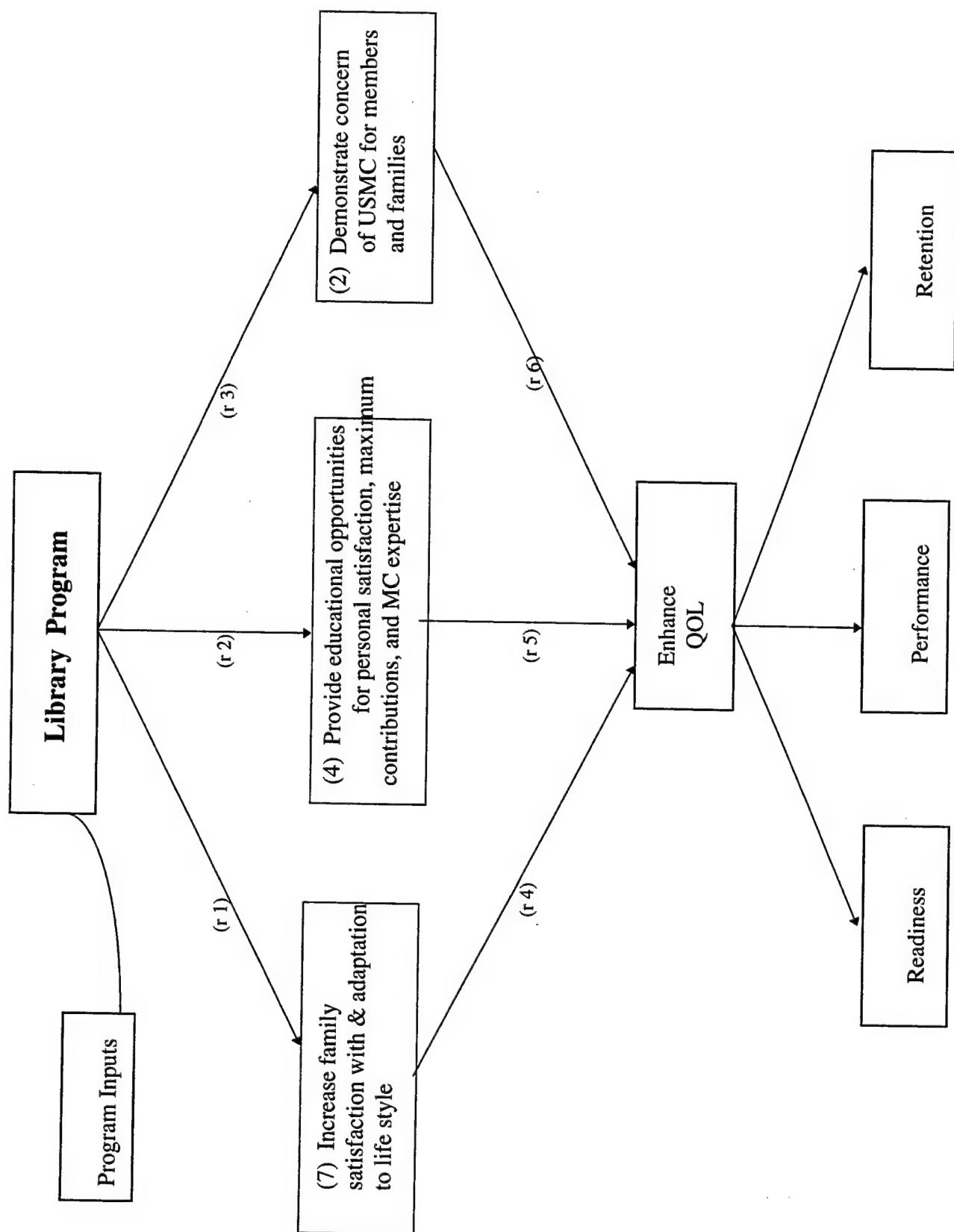
Tests of Model Relationships:

(r 1), (r 2), and (r 3): responses on patron questionnaires with program input data

(r 4), (r 5), and (r 6): responses on patron questionnaires supported by data from QOL files for matched group

Respondent Sample Description

Questionnaires will be at the libraries. and should be distributed to all adult patrons during visits to the library.

Data Collection Strategy

Questionnaires should be completed on-site. A one-week period each quarter should give adequate information for extrapolation. Care should be used to assure that questionnaires are completed by both day time and night time patrons.

MARRIAGE ENRICHMENT PROGRAM

Program Components:

Mission Facilitating Goal/Purpose: (5)   Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles

(7)   Increase family/spouse satisfaction with and adaptation to military life style

Research Questions:

1.   Do participants feel that the program has taught them skills to enhance their marital relationship?

2.   Do participants feel that the program has taught them skills to cope better with stresses of military life?

3.   Do participants perceive that program contributes to quality of life?

4.   Do participants perceive that program has an impact on satisfaction with military life?

5.   Do participants report that program helps them deal with tensions between military and family demands?

6.   How did participants learn of this program?

7.   What are differences between most successful and least successful programs across locations?

Marriage Enrichment Program

List of variables to be used to address research questions:

Variable	Source
A. Independent Variables	
1. Component	*
2. Installation	
B. Program Input (Intervening) Variables	
3. Staffing	* *
4. Funding	* *
5. Number of seminars/workshops, etc. per quarter	* *
6. Marketing activities	* *
C. Immediate Outcome (Dependent) Variables	
7. Number of participants by location	* *
8. Method of awareness	Participant Questionnaire
D. Ultimate Outcome (Dependent) Variables	
9. Participant reports of program help in coping with stress	Participant Questionnaire
10. Participant reports of program impact on marital relationship	Participant Questionnaire
11. Perceptions of program contribution to quality of life	Participant Questionnaire

List of variables to be used to address research questions (continued):

<u>Variable</u>

<u>Source</u>

12. Program impact on tensions between military and family roles — Participant Questionnaire
13. Perceptions of program inapt on satisfaction with military life — Participant Questionnaire

E. Supplemental Variables from QOL Data for Matched Sub-Group Only

15. Global QOL Composite — QOL data base
16. "Background Information", items 1, 2, 3, 4, 5, 11, 14 — QOL data base
17. "Marriage/Intimate Relationship", items 1, 2, 6, 12a through 12g, 17, 18 — QOL data base

Notes:

*   This is only relevant if there are multiple versions of the program

* *   Can this information be broken out from overall FSC records to reflect this program only

Variables 3 through 7 should be entered for each site, and are maintained in the data file for program level analyses. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.

Variables 8 through 14 are maintained and analyzed at the individual level.
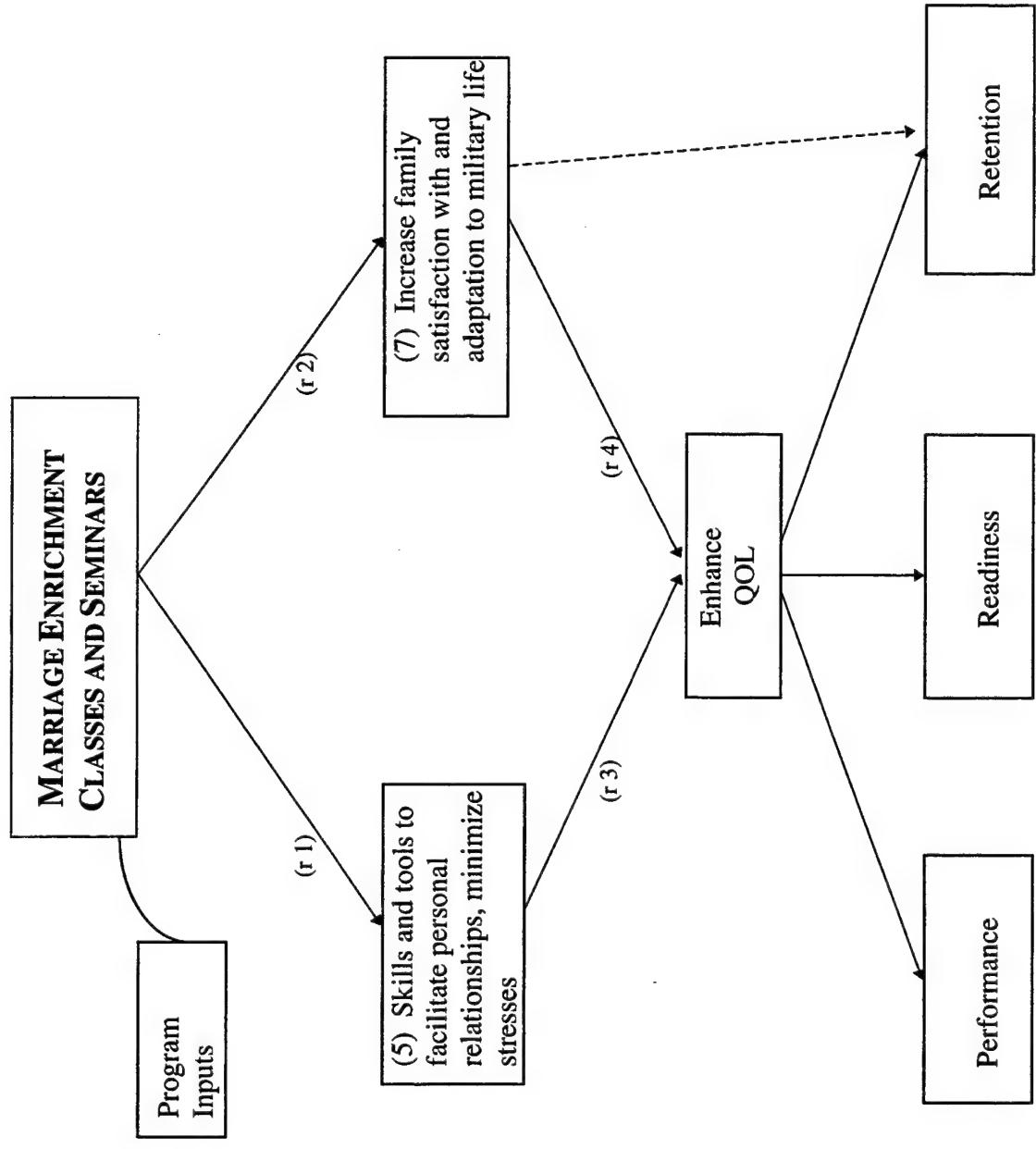
Tests of Model Relationships:

(r 1) and (r 2): Program input variables with responses from participant questionnaires

(r 3) and (r 4): Responses from participant questionnaires supported by QOL data when available

Respondent Sample Description:

Questionnaires should be completed by all participants, both active duty and spouse

Data Collection Strategy:

Questionnaires should be distributed and collected by staff at the end of each workshop, seminar, etc. They should be completed by participants on-site.

Physical Fitness Programs

Program Components: Gyms
Fitness Centers
Intramural Sports
Fitness Classes

Mission-facilitating goal/purpose: (6) Help to assure the health and safety of Marines and their families

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(5) Make available the skills and tools to ... minimize the stresses of military life

Research Questions:

1. What contribution do participants feel these programs make to their good health?

2. Do members believe that participation in these programs helps them manage stress?

3. To what extent is program participation perceived as a social activity?

4. Do participants feel that these programs enhance quality of life?

5. Do participants perceive the provision of fitness programs as a demonstration of concern by the Marine Corps?

6. Do participants also feel that these programs make a direct contribution to readiness?

7. Which of the fitness programs is associated with most favorable outcomes?

8. What are the differences across installations between most successful and least successful programs?

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

   1. Program Component (sub-program)
   2. Installation

B. Program Input (Intervening Variables)

   3. Funding (by component program) — Program Records
   4. Staff (by component program) — Program Records
   5. Hours (for gym component) — Program Records
   6. Range of activities (if variation among installations) — Program Records

C. Immediate Outcome (Dependent) Variables

   7. Utilization: number of participants or users in each sub-program, by installation — Program Records
   9. Reports of frequency of use — Patron Questionnaire
   10. Reports of frequency of using alternative (community) facilities — Patron Questionnaire
   11. Reports of participation on intramural sports teams — Patron Questionnaire

D. Ultimate Outcome (Dependent) Variables

   12. Participant perceptions of value of program(s) in stress reduction — Patron Questionnaire
   13. Reports of program contribution to morale — Patron Questionnaire
   14. Reports of how programs impact health of participant — Patron Questionnaire
   15. Patrons' perceptions of programs as demonstration of concern by USMC — Patron Questionnaire

List of variables to be used to address research questions:

<u>Variable</u>

<u>Source</u>

16. Participant reports of social value of program role — Patron Questionnaire
17. Participant perceptions of program impact on QOL — Patron Questionnaire
18. Participant opinions of direct impact of programs on readiness — Patron Questionnaire

E. Supplemental Variables from QOL Data Base for Matched Sub-Group Only

19. Global QOL Composite — QOL data base
20. "Background Information", items 1, 2, 3, 4, 5, 11, 14 — QOL data base
21. "Leisure & Recreation", items 1, 3a, 3b, 3c, 4a, 4b, 4c — QOL data base
22. "Health", items 1, 2 — QOL data base

Notes:

Variables 3 through 7 are collected for each site, and are maintained in the data file for program level analyses.

Variables 8 through 18 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information

Hopefully, variables 3 through 7 currently exist in some form in program records. If these data are not now be collected, we should explore the possibility of maintaining such records.
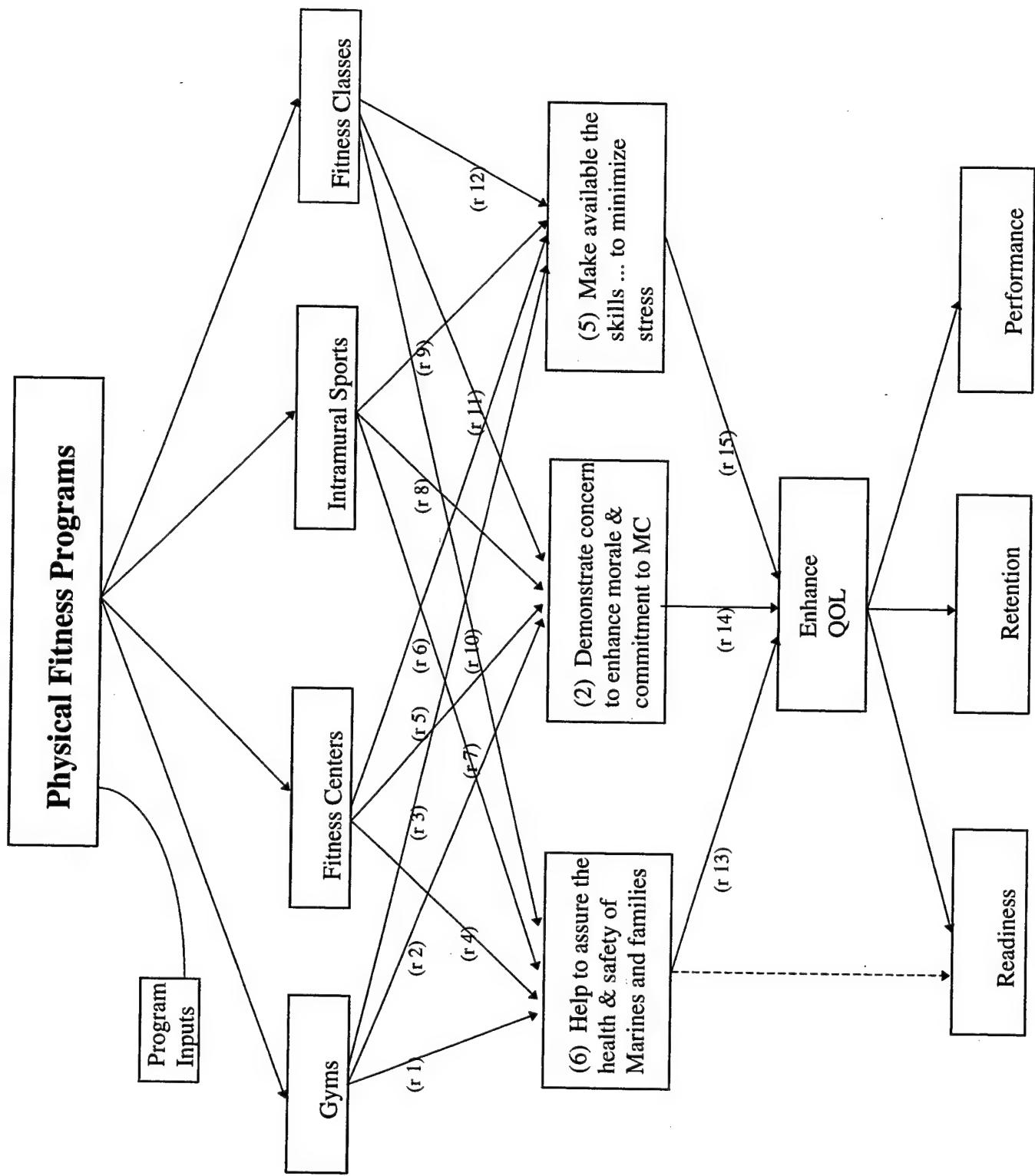
Physical Fitness Programs

Program Inputs

Fitness Classes

Intramural Sports

Fitness Centers

Gyms

(r 12)

(r 9)

(r 11)

(r 8)

(r 5)

(r 6)

(r 10)

(r 3)

(r 7)

(r 2)

(r 4)

(r 1)

(5) Make available the skills ... to minimize stress

(2) Demonstrate concern to enhance morale & commitment to MC

(6) Help to assure the health & safety of Marines and families

(r 15)

(r 14)

(r 13)

Enhance QOL

Performance

Retention

Readiness

Tests of Model Relationships:

(r 1) through (r 12): responses on participant questionnaires with program input variables across locations.

(r 13) through (r 15): responses on participant questionnaires supported by QOL data where available

Respondent Sample Description

Participants in fitness classes, patrons at the gyms, and members of intramural teams.

Data Collection Strategy

At the gyms, questionnaires can be distributed and collected by attendant at desk. For intramural sports, the team coach or manager can do the same. Instructors for fitness classes can take care of questionnaires for that sub-program. For all three components, data collection may be limited to two quarters of the year.

RECREATION PROGRAMS

Program Components:

Recreation I: Bowling Centers
Golf Courses

Recreation II: Recreation Centers
Marine Lounges

Recreation III: Auto Hobby Shop
Information, Tickets and Tours
Outdoor Recreation

Mission Facilitating Goal/Purpose: (2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(5) Make available the skills and/or tools/facilities to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles

(7) Increase family satisfaction with and adaptation to military life style

Research Questions:

1. Do these programs have a positive impact on morale?

2. Do these programs contribute to positive quality of life?

3. Are the programs contributing to family satisfaction with military life style?

4. Are the program facilities perceived as a place to socialize with friends, meet people?

5. Do patrons see these programs as demonstrating MC concern for members and families?

6. What are differences between most successful and least successful programs across installations?

7. Which component has the most positive outcomes?

List of variables to be used to address research questions:

Variable	Source

A.   **Independent Variables**

    1.   Program Component

    2.   Installation

B.   **Program Input (Intervening) Variables**

    3.   Funding, by component by installation   Program Records

    4.   Staffing, by component by installation   Program Records

       Availability (across locations): Hours of service, hours open for

    5.   Auto Hobby Shops   **

    6.   I.T. & T.   **

    7.   Bowling Centers   **

    8.   Outdoor Rec Offices   **

       Characteristics (across locations): Equipment, furnishings in

    9.   Barracks rec rooms   **

    10.   Lounges   **

C.   **Immediate Outcome (Dependent) Variables**

    11.   Utilization by component   Program Records

    12.   Reported frequency of use by patrons   Patron Questionnaire

    13.   Reported frequency of use of alternative facilities in community (Area I)   Patron Questionnaire

    14.   Patron comparisons of USMC and community facilities (Area I)   Patron Questionnaire

List of variables to be used to address research questions (continued):

Variable   Source

D.   Ultimate Outcome (Dependent) Variables

15.   Ratings of equipment, furnishings (Area II)   Patron Questionnaire
16.   Patron reports of program contribution to morale   Patron Questionnaire
17.   Patron perceptions of these facilities as a demonstration of
      concern by Marine Corps
18.   Assessment of program role in social life (Area I, Area II)   Patron Questionnaire
19.   Assessment of program role in health (Area I)   Patron Questionnaire
20.   Participant assessments of contribution to family satisfaction with military life   Patron Questionnaire
21.   Reports of program impact on quality of life   Patron Questionnaire

E.   Supplemental Variables from QOL Data for Matched Sub-Group Only

22.   Global QOL Composite   QOL Data Base
23.   "Background Information", items 1, 2, 3, 4, 5, 11, 14   QOL Data Base
24.   "Leisure and Recreation", items 1, 4a, 4e, 4w   QOL Data Base
25.   "Friends and Friendships", items 1, 2, 4   QOL Data Base

Notes:

Variables 3, 4, and 11 should be collected for each component at all sites, and maintained in the data file for program level analyses. Variables 5 through 10 are component specific (if available) and are also entered in the program file. Other measures can be substituted for these as long as there is some variation across sites.

Variables 12 through 21 are maintained in separate file for analysis at the individual level, with summary statistics (such as item means) entered into the program analysis file.

RECREATION PROGRAMS, AREA I

Program Inputs

Golf Courses

Bowling Centers

(r 6)

(r 5)

(r 3)

(r 2)

(r 4)

(r 1)

(7) Increase family satisfaction with military life style

(6) Help to assure health & safety of Marines & families

(2) Demonstrate MC concern for members & families

(r 9)

(r 8)

(r 7)

Enhance QOL

Retention

Readiness

Performance

A–59
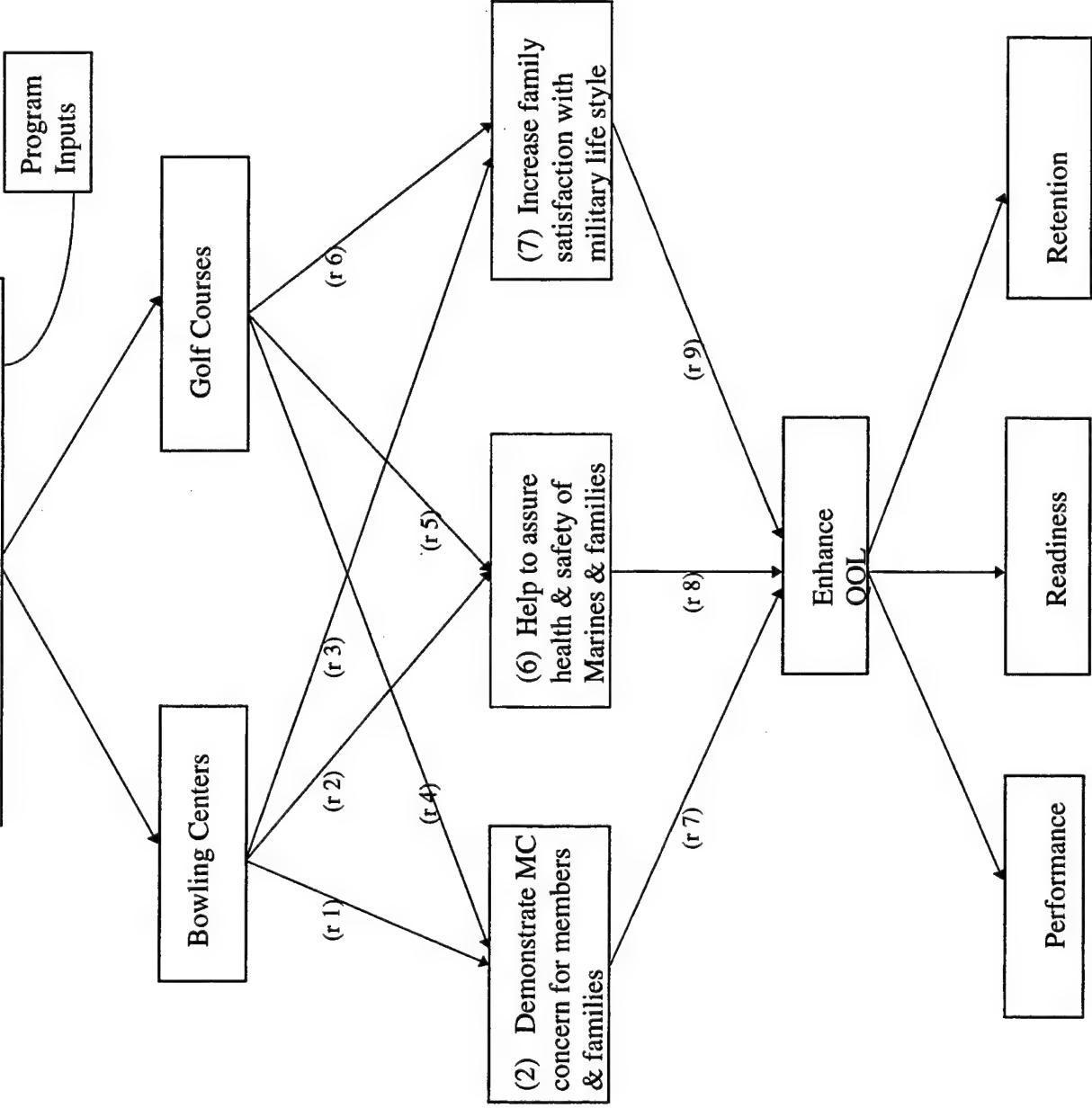
Tests of Model Relationships:

(r 1) through (r 6):   Responses on patron questionnaires used with program input data
(r 7) through (r 9):   Responses on patron questionnaires supported by QOL data where available

Respondent Sample Description:

All golf course and bowling center patrons during specified time frames will be asked to complete the questionnaire.

Data Collection Strategy:

Either the cashier where people pay for games or another customer service person can distribute and collect questionnaires. After completion of the pilot test, specified time periods should probably be a month in the Spring/Summer and another in the Fall/Winter to take advantage of seasonal variations. Collecting data for a month provides the opportunity to collect on each day of the week.

RECREATION PROGRAMS, AREA II

Program Inputs

Marine Lounges

Recreation Centers

(r 4)

(r 2)

(r 3)

(r 1)

(5) Make available the tools (facilities) to facilitate personal relationships, minimize stress

(2) Demonstrate MC concern for members & families

(r 6)

(r 5)

Enhance QOL

Retention

Readiness

Performance
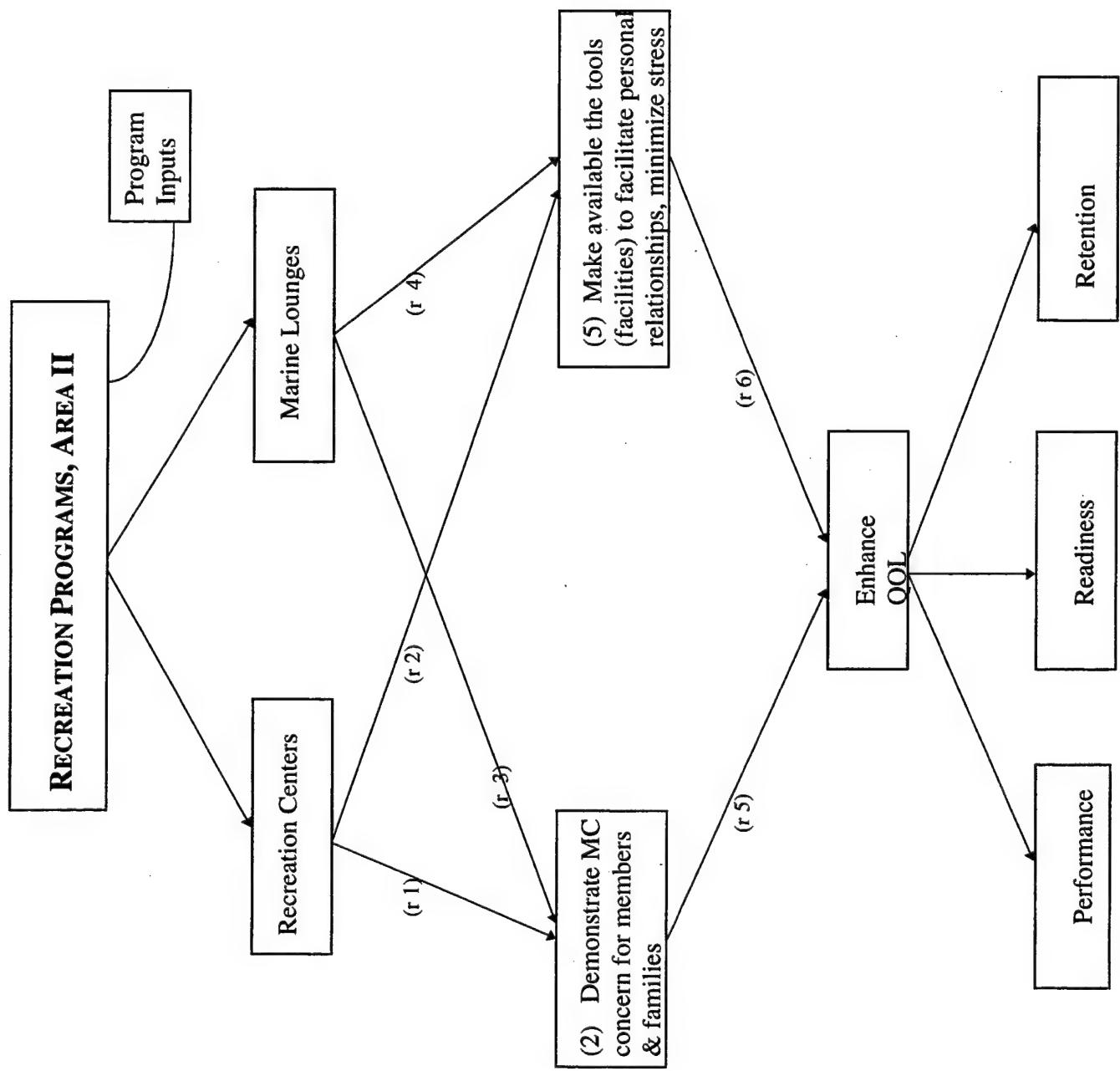
Tests of Model Relationships:

(r 1) through (r 4): Responses on patron questionnaires used with program input data
(r 5) and (r 6):   Responses on questionnaires supported by QOL data where available

Respondent Sample Description:

Members using the recreation centers and Marine lounges during specified time periods.

Data Collection Strategy:

Where these recreation facilities are staffed, the staff member will be responsible for seeing that questionnaires are completed. If there are any that are not staffed, the questionnaires and a place to deposit them will be left in a prominent area.

RECREATION PROGRAMS, AREA III

Program Inputs

Outdoor Recreation & Equipment Checkout

Information, Ticket & Tours

Auto Hobby Shops

(7) Increase family satisfaction with military life style

(2) Demonstrate MC concern for members & families

Enhance QOL

Retention

Readiness

Performance

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
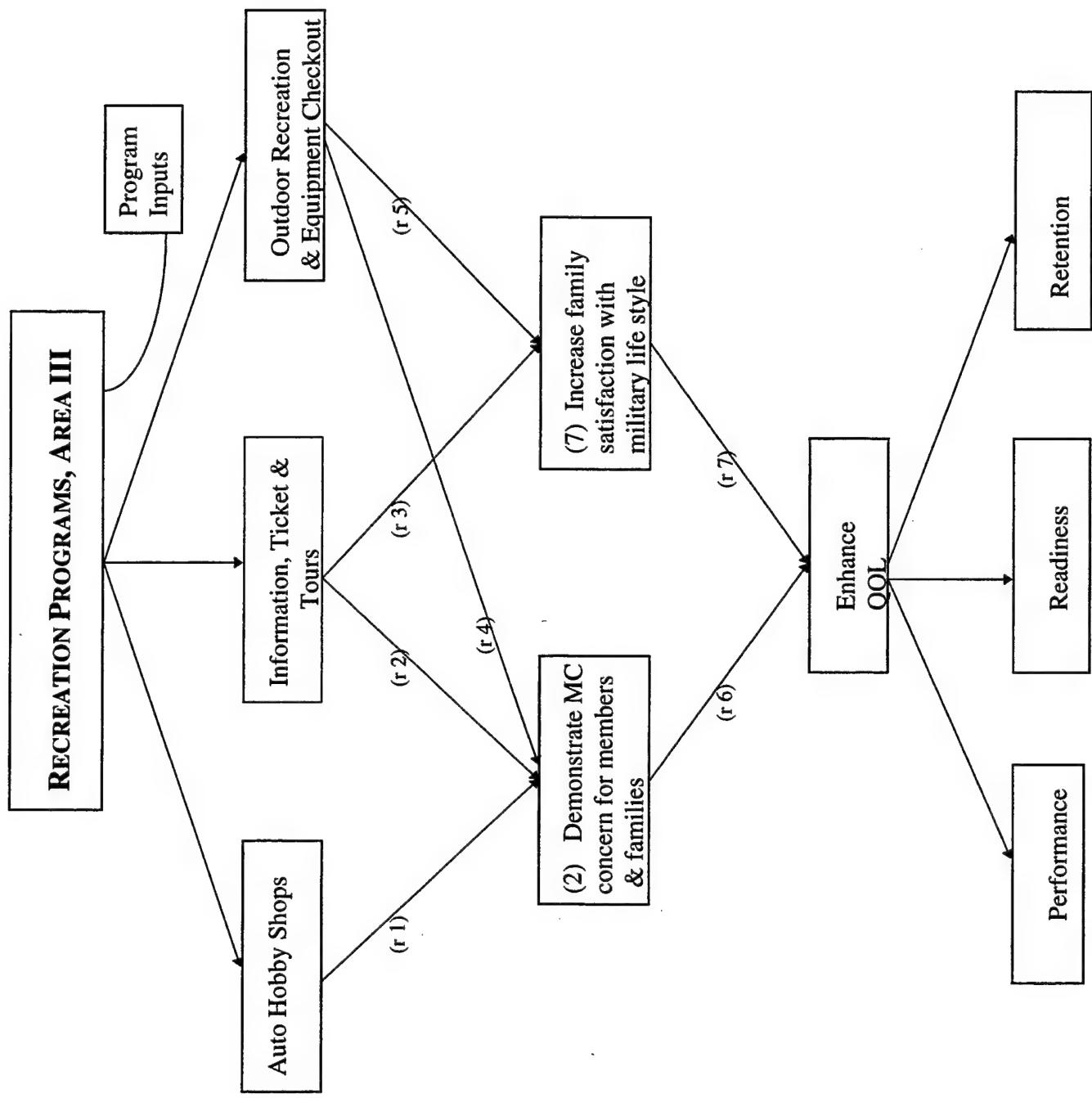
Tests of Model Relationships:

(r 1) through (r 5): Responses on patron questionnaires used with program input data
(r 6) and (r 7): Responses on questionnaires supported by QOL data where available

Respondent Sample Description:

Patrons at Auto Hobby Shops; Information, Ticket and Tours Centers; and Outdoor Recreation Centers during specified periods of time. After completion of the pilot test, specified time periods should probably be a month in the Spring/Summer and another month in Fall/Winter to take advantage of seasonal differences.

Data Collection Strategy:

Customer service people at each of these locations can distribute and collect these questionnaires, which should be completed by the respondent on site.

Relocation Assistance Program

Program Components: Pre-Departure Briefings/Counseling
Sponsorship Program
Welcome Aboard Briefings/Newcomer Assistance

Mission Facilitating Goal/Purpose:

(3) Provide a level of support that allows members to concentrate on their work/mission and availability for deployment

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(7) Increase family satisfaction with and adaptation to military life

Research Questions:

1.   Does relocation assistance allow members to concentrate on their new duty assignment in a more timely manner?

2.   Do participants feel that programs contribute to satisfaction with and adaptation to military life style?

3.   Do participants believe that these programs contribute to quality of life in the Marine Corps?

4.   Do program participants perceive the program as a demonstration of MC concern for members and families?

5.   Which of the program components is associated with most favorable outcomes?

6.   What are the differences across installations between most successful and least successful programs?

Relocation Assistance Program

List of variables to be used to address research questions:

<u>Variables</u>

<u>Source</u>

A. Independent Variables

1. Program Component
2. Installation

B. Program Input (Intervening) Variables

3. Funding, by installation — RAP Quarterly Report
4. Staff, total by installation — RAP Quarterly Report
5. Estimated target population (transferring in, transferring out) by installation — ?
6. Number of sessions (briefings, workshops, seminars) by installation — RAP Quarterly Report

C. Immediate Outcome (Dependent) Variables

7. Number of informal contacts — RAP Quarterly Report
8. Number of formal contacts — RAP Quarterly Report
9. Number of attendees (briefings, workshops, seminars) — RAP Quarterly Report
10. Number of program participants contacted by assigned sponsors — Participant Questionnaire

D. Ultimate Outcome (Dependent) Variables

11. Reports of whether RAP services have contributed to military member being able to assume new duties in a speedier, more concentrated manner — Participant Questionnaire

List of variables to be used to address research questions (continued):

Variables	Source

12. Perceptions of RAP contribution to family satisfaction with military life — Participant Questionnaire
13. Perceptions of MC concern demonstrated by RAP activities — Participant Questionnaire
14. Participant assessment of RAP contribution to QOL — Participant Questionnaire

E. Supplemental Variables from QOL Data Base for Matched Sub-Group Only

15. Global QOL Composite — QOL data base
16. "Background Information", items 1, 2, 3, 4, 5, 11, 14 — QOL data base
17. "Marriage/Intimate Relationship", item 12 d — QOL data base

Notes:

Variables 3 through 9 are collected for each site, and are maintained in the data file for program level analyses.

Variables 10 through 14 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information

If variable 5 is not now included in quarterly report, its addition is recommended.

RELOCATION ASSISTANCE PROGRAM

Program Inputs

Welcome Aboard Briefings and Assistance

Sponsorship Program

Pre-Departure Counseling

Loan Locker

(2) Demonstrate concern for members & their families to enhance morale & commitment to Marine Corps

(3) Provide a level of support that allows members to concentrate on their military duties

(7) Increase family satisfaction with and adaptation to military life style

Enhance QOL

Readiness

Performance

Retention

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)
(r 10)
(r 11)
(r 12)

Tests of Model Relationships

(r 1) through (r 9):   responses from participant questionnaires used with program input variables

(r 10) through (r 12):   responses from participant questionnaires supported by QOL data where available

Respondent Sample Description

Attendees at Welcome Aboard briefings

Data Collection Strategy

One questionnaire, administered at Welcome Aboard briefings, can be used to collect data about all three program components. This will not only be more efficient than three separate questionnaires but will be a better indication of whether the pre-departure efforts were actually beneficial. The success of this strategy will depend to some extent on whether Welcome Aboard briefings are mandatory or are likely to reach the majority of those who received briefings or assistance before their PCS. If such is not likely to be the reality, then questionnaire can also be administered at pre-departure times.

RETAIL OPERATIONS PROGRAM

Program Components:

Exchanges
7-Day Stores
Misc. Retail Services

Mission Facilitating Goal/Purpose: (3) Provide a level of support that allows members to concentrate on their work/mission

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

(7) Increase family satisfaction with and adaptation to military life style

Research Questions:

1. What products do patrons report that they routinely purchase in these establishments?

2. Are patrons aware that profits are used to help fund a number of QOL initiatives on the base?

3. Do patrons feel that the convenience of on-base shopping

4. Do patrons perceive the provision of these services on-base to be a demonstration of concern for Marines and families?

5. Do patrons believe that these establishments enhance member and family satisfaction with military life style?

6. Do patrons report that these establishments contribute to their quality of life?

7. What are the differences between the most successful and least successful establishments across locations?

List of variables to be used to address research questions:

Variable

Source

A. Independent Variables

1. Location
2. Program Component

B. Program Input (Intervening) Variables

3. Staffing — Program Records
4. Net operating profit — Program Records
5. Hours open — Program Records

C. Immediate Outcome (Dependent) Variables

6. Number of patrons by location, component — Program Records
7. Number of transactions by location, component — Program Records
8. Patron reports of type of goods/products routinely bought at establishment — Patron Questionnaire
9. Patron reports of frequency of shopping by component, location — Patron Questionnaire

D. Ultimate Outcome (Dependent) Variables

10. Patron awareness of profits to QOL initiatives — Patron Questionnaire
11. Patron reports of value of convenience — Patron Questionnaire
12. Patron perceptions of these establishments as a demonstration of MC concern for members and families — Patron Questionnaire
13. Patron reports of contribution to satisfaction with military life style — Patron Questionnaire
14. Patron reports of contribution to quality of life — Patron Questionnaire

List of variables to be used to address research questions (continued):

Variable

Source

E.   Supplemental Variables from QOL Data for Matched Sub-Group Only

15.   Global QOL composite   QOL Data Base
16.   "Background Information", items 1, 2, 3, 4, 5, 11, 14   QOL Data Base
17.   "Income & Standard of Living", items 1, 7, 10, 11.a, 11.b   QOL Data Base

Notes:

Variables 3 through 7 are collected for each site, and are maintained in the data file for program level analyses. Program managers will be asked to suggest other program input variables.

Variables 8 through 14 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information
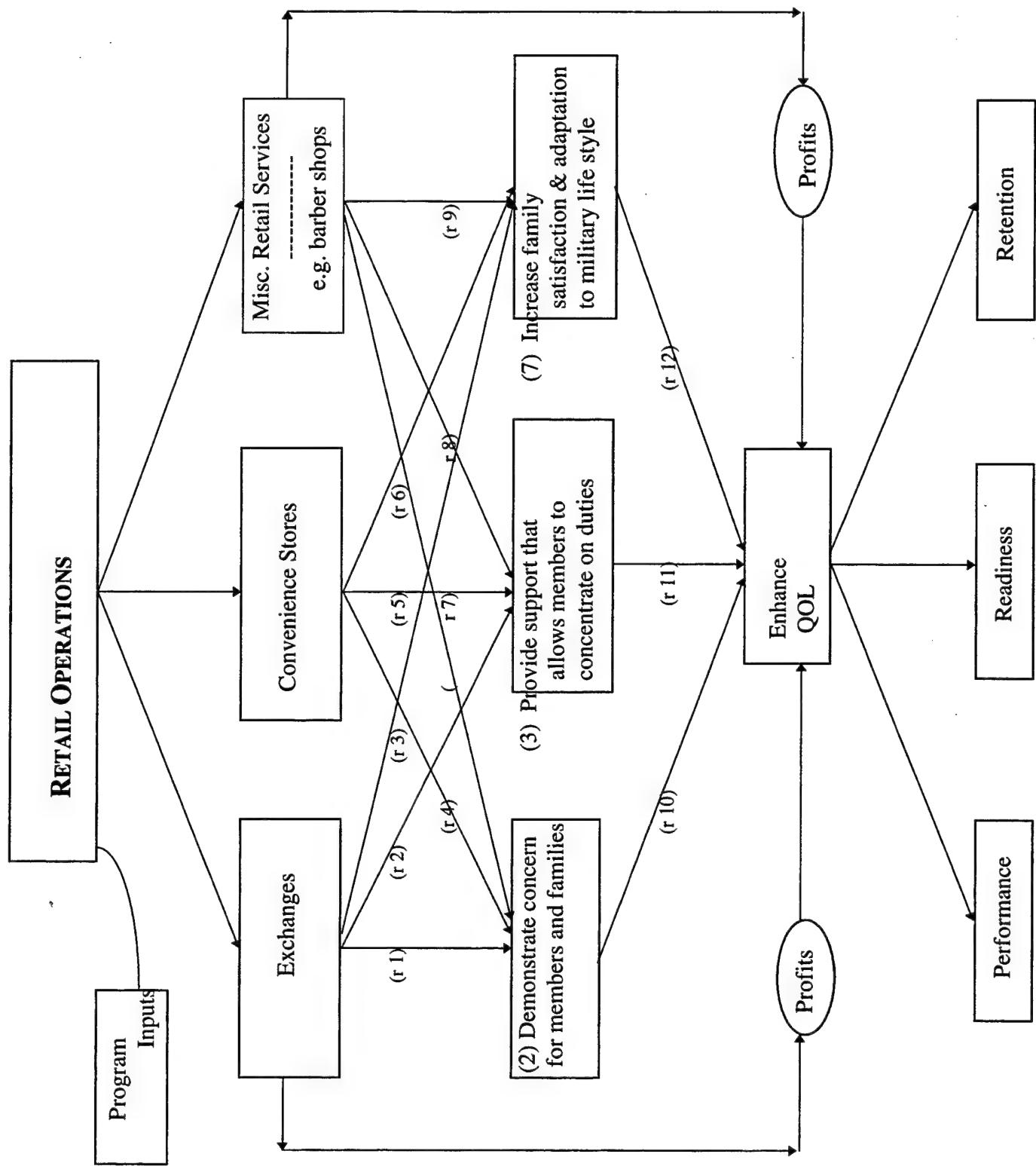
Tests of Model Relationships:

(r 1) through (r 9): Patron questionnaire responses used with program input variables.
(r 10) through (r 13): Patron questionnaire responses support by QOL data where available.

Respondent Sample Description:

Some analyses will use responses of all patrons completing the questionnaire, but we are most interested in analyses of responses of active duty personnel. Because so many retirees use the exchanges, a large respondent sample will be required to obtain a sufficient number of active duty members and spouses.

Data Collection Strategy:

It is desirable to have the questionnaires completed at the retail establishment. It would also be desirable to have one two-week data collection period each quarter. The precise manner in which this is to be done has yet to be worked out. Two suggestions were made by program managers:

a. Set up a VCR, run a tape explaining the purpose, have the questionnaires and a deposit box there for patrons to drop them off

b. Have the questionnaires distributed at some other location, i.e., at another program or service facility

Perhaps it would be possible to have the questionnaires at all cash registers, cashiers hand the questionnaire to the patron, and they are deposited in a box on the counter after completion?

SUBSTANCE ABUSE PROGRAM

Program Components: Preventative Education
                           Treatment

Mission Facilitating Goal/Purpose: (4)   Provide educational opportunities that lead to personal satisfaction, maximize individual contributions or maintenance of the force

(5)   Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles

(6)   Help to assure the health and safety of Marines and their families

Research Questions:

1.   Do participants and treatment clients think the program will help them achieve a healthier life style?

2.   Do participants and treatment clients think the program contributes indirectly to the health and safety of family members?

3.   Do participants and treatment clients perceive that the program makes a positive contribution to their personal readiness?

4.   Do participants and treatment clients perceive that the program makes a positive contribution to their QOL?

5.   Do participants and treatment clients feel that they have learned skills helping them to achieve more positive personal relationships?

6.   Do participants and treatment clients believe the program has a positive impact on their performance of duties?

7.   Do clients believe that they will be more valuable to the Marine Corps after participation in the program?

8.   Does "success" in the education component lead to fewer cases in the treatment component?

9.   What's the frequency of repeated incidents after beginning the treatment component?

10. What are differences between most successful and least successful program efforts across installations?

11. What are characteristics of treatment clients returned to duty versus treatment clients discharged?

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

1. Program Component
2. Installation   Participant/Client Questionnaires

B. Program Input (Intervening) Variables

3. Funding, by component, by location   Program records
4. Staffing, by component, by location   Program records
5. Number of command briefings (mandatory education) conducted by location   *Currently Not Available*
6. Number of prevention workshops conducted   *Currently Not Available*

C. Immediate Outcome (Dependent) Variables

7. Number of participants in prevention workshops   *Currently Not Available*
8. Number of members entered into DARTS   DARTS
9. Number of incidence reports   DARTS
10. Number of repeat incidence reports   DARTS

D. Intermediate Outcome (Dependent) Variables

11. Identification Method   DARTS
12. Type of incident   DARTS
13. Substance involved in incidence report   DARTS
14. Commanders recommendation   DARTS

List of variables to be used to address research questions (continued):

Variable	Source
15. Screening outcome	DARTS

E. Ultimate Outcome (Dependent) Variables

Variable	Source
16. Assessment of SA education's influence on healthier lifestyle for Marines	Participant questionnaire
17. Perceived indirect impact of SA educational programs on health & safety of family members	Participant questionnaire
18. Reported likelihood that participants in SA educational workshops/seminars learn skills to improve personal relationships	Participant questionnaire
19. Perceived impact of SA educational workshops/seminars on performance	Participant questionnaire
20. Perceived contribution of SA educational workshops/seminars to readiness of participant's unit	Participant questionnaire
21. Perceived contribution of SA educational workshops/seminars to quality of life in the Marine Corps	Participant questionnaire
22. Assessment of overall effectiveness SA educational workshops/seminars	Participant questionnaire
23 Perceived contribution of SA treatment program in achieving healthier lifestyle	Participant questionnaire
24. Perceived impact of SA treatment for increasing self-discipline	Client questionnaire
25. Perceived impact of SA treatment on personal relationships	Client questionnaire
26. Perceived impact of SA treatment stress reduction	Client questionnaire
27. Perceived impact of SA treatment on participant's performance of duties	Client questionnaire
28. Perceived impact of SA treatment on individual's value to Marine Corps	Client questionnaire
29. Perceived impact of SA treatment on client's personal readiness	Client questionnaire
30. Perceived contribution of program participation to improved QOL	Client questionnaire
31. Client disposition	DARTS

List of variables to be used to address research questions (continued):

Variable

Source

F. Supplemental Variables from QOL Data for Matched Sub-Group Only

32.	Global QOL Composite	QOL Data Base
33.	"Background Information", items 1, 2, 3, 4, 5, 6, 11, 14	QOL Data Base
34.	"Marriage/Intimate Relationship", item 1	QOL Data Base
35.	"Job", items 6, 8f	QOL Data Base
36.	"Self", item 1, 2, 5e, 5f	QOL Data Base

Notes:

Variables 3 through 10 are collected for each sub-program and all 19 sites, and are maintained in the data file for program level analyses.

Variables 11 through 31 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc.) are computed and then added to the Program File. In addition to the variables listed above, this individual participant/client file should contain the social security number for matching with other data bases.

SUBSTANCE ABUSE PROGRAM

Program Inputs

Program Inputs

Treatment & Education Following SA Incident

Preventative Education Programs

Screening

Mandatory S.A. Education

Prevention Workshops

Other SACO Activities

Education (IMPACT)

Treatment

(4) Provide education for personal satisfaction, to maximize individual contributions, or maintain expertise

(5) Make available skills & tools to facilitate personal relationships, minimize stress

(6) Ensure health & safety of Marines and families

Enhance QOL

Performance

Readiness

Retention

(r 1) (r 2) (r 3) (r 4) (r 5) (r 6) (r 7) (r 8) (r 9) (r 10) (r 11) (r 12) (r 13) (r 14) (r 15) (r 16) (r 17) (r 18)

Tests of Model Relationships:

(r 1) through (r 12): Responses from participant questionnaires with program input variables.

(r 13) through (r 15): Responses from client questionnaires with DARTS data and program inputs

(r 16) through (r 18): Responses from both questionnaires supported by QOL data where available

Respondent Sample Description:

Active duty military in the following categories:

(a)   Participants in prevention workshops and seminars, except mandatory GMT classes

(b)   Participants in IMPACT seminars

(c)   Clients in SA treatment

Data Collection Strategy:

Questionnaires to be distributed by staff at the close of the various training workshops and seminars. To be completed by the member participant on site and returned to staff member.

A second questionnaire to be completed by program treatment clients at the end of treatment. Staff member is responsible for distributing and collecting the questionnaires before client is dismissed from treatment.

VOLUNTARY EDUCATION PROGRAM

Program Components:

Military Academic Skills Program (MASP)
Military Academic Credit Examination (MACE)
Service Member Opportunities Colleges, Marine Corps
Marine Corps Satellite Education Network
Defense Activity Non-Traditional Academic Support (DANTES)
Apprenticeship Program
PACE
Tuition Assistance

Mission Facilitating Goal/Purpose: (4) Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for Marines in the future

(2) Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps

Research Questions:

1. Do participants believe that the programs contribute to their quality of life?

2. Do participants feel that they are more valuable to the Marine Corps after participation in educational programs?

3. Do participants believe that educational achievements will have a positive impact on their performance of military duties?

4. Do participants perceive educational programs as evidence of USMC concern for members?

5. How much do educational opportunities influence participants' commitment to the Marine Corps and plans to remain in?

6. Do participants believe they would have pursued their education without tuition assistance?

7. Impact of educational programs on participants' enlistment in the Marine Corps?

8. Which components are most successful in terms of program completion, etc.?

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

1. Program Component
2. Installation

B. Program Input (Intervening) Variables

3. Funding	Program Records
4. Staffing	Program Records
5. Number of informational briefings	Program Records
6. Number of exams administered	Program Records

C. Immediate Outcome (Dependent) Variables

7. Number of Marines participating in each of the educational components	Program Records
8. Degrees earned by academic level, program component and installation	Program Records
9. Number of apprenticeship certificates	Program Records
10. Completions in MASP component	Program Records

D. Ultimate Outcome (Dependent) Variables

11. Perceived impact on participants' self-concept, self-esteem	Participant Questionnaire
12 Reports of effect on intentions to reenlist in MC	Participant Questionnaire
13. Participants' assessment of perceived value to Marine Corps	Participant Questionnaire
14. Perceived effect on performance of military duties	Participant Questionnaire

List of variables to be used to address research questions (continued):

Variable

                                                            Source

15. Participant perceptions of voluntary educational programs as a
    demonstration of MC concern for members   Participant Questionnaire
16. Perceived contribution of program to quality of life in the Marine Corps   Participant Questionnaire
17. Probability of comparable educational achievements without Tuition Assistance   Participant Questionnaire
18. Assessment of influence of educational programs on recruitment decision   Participant Questionnaire

E.   Supplemental Variables from QOL Data for Matched Sub-Group Only

19. Global QOL Assessment   QOL data base
20. "Background Information", items 1, 2, 3, 4, 5, 11, 14   QOL data base
21. "Yourself", items 1, 3, 4, 5b, 5f, 7, 10, 11   QOL data base

Notes:

    The strategic plan for the Voluntary Education Program states that objective, baseline data will be collected in 1997-98. It is assumed that those data will provide the information needed for variables 3 through 10, which are collected for each site and maintained in the data file for program level analyses.

    Variables 9 through 18 are maintained and analyzed at the individual level. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information.
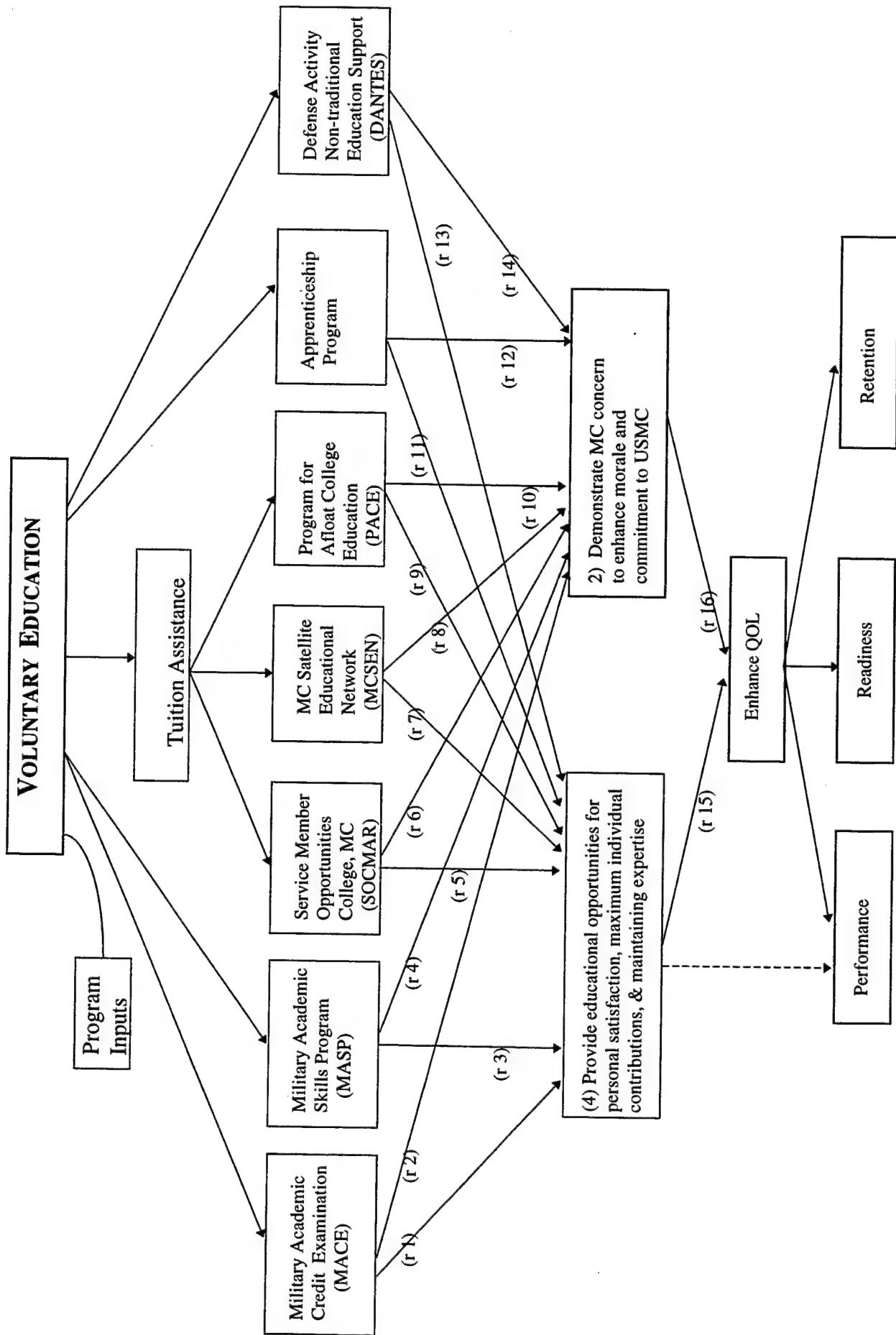
Tests of Model Relationships:

(r 1) through (r 14):   Program input data with responses from participant questionnaires
(r 15) and (r 16):   Responses from participant questionnaires supported by QOL data where available

Respondent Sample Description:

The size of the target population should make it feasible to limit data to two quarters, during which efforts will be made to distribute questionnaires to all program participants that make contact through the TA office and testing facilities.

Data Collection Strategy:

Staff members asked to distribute and collect questionnaires, which should be completed on-site at the Tuition Assistance office and sites where exams are administered for certain programs.

YOUTH PROGRAMS

Program Components:
Youth Centers
Youth Sports
Teen Activities
Summer Camps

Mission Facilitating Goal/Purpose: (2)   Demonstrate concern for Marine families to enhance morale and commitment

(7)   Increase family satisfaction with and adaptation to military life style

(6)   Help to assure the health and safety of Marines and their families

Research Questions:

1.   Do parents perceive that these programs increase family satisfaction with military life?

2.   Do parents feel assured of the health and safety of their children while participating in these programs?

3.   Do parents of participating children perceive the programs as demonstrating concern for their family's welfare?

4.   Do parents of participating children think the programs contribute to quality of life?

5.   Which of the components receives the most positive assessments from parents?

6.   What are characteristics of most successful and least successful programs across installations?

List of variables to be used to address research questions:

Variable	Source

A. Independent Variables

  1. Program component
  2. Installation

B. Program Input (Intervening) Variables

  3. Funding, by location and component | Program Records
  4. Staffing, by location and component | Program Records
  5. Range of activities by location | Program Records
  6. Estimated size of target population by location

C. Immediate Outcome (Dependent) Variables

  7. Number of children involved in youth centers | Program Records
  8. Number of children in youth sports | Program Records
  9. Number attending summer camps | Program Records
  10. Number of teens in teen activities | Program Records
  11. Parents comparisons to available civilian programs | Parent Questionnaire

D. Ultimate Outcome (Dependent) Variables

  12. Parents' assessment of health and safety safeguards for participating children | Parent Questionnaire
  13. Parents' perceptions of programs as a demonstration of concern by Marine Corps | Parent Questionnaire
  14. Parents' reports of program contribution to satisfaction with military life | Parent Questionnaire

List of variables to be used to address research questions (continued):

Variable

Source

15. Parents' perceptions of effect on quality of life

Parent Questionnaire

E. Supplemental Variables from QOL Data for Matched Sub-Group Only

16. Global QOL Composite

QOL Data Base

17. "Background Information", items 1, 2, 3, 4, 5, 11, 14

QOL Data Base

18. "Relations with Children", items 2, 7c, 7d

QOL Data Base

Notes:

A single individual may complete more than one of the questionnaires, depending on number of children in activities and number of activities in which they participate.

Variables 3 through 10 are collected for each site, and are maintained in the data file for program level analyses. If variables 3 through 10 are not now being maintained by program staff, the feasibility of doing so needs to be determined.

Variables 11 through 15 are maintained and analyzed at the individual level. In this case, individual level files represent parents of the participants (active duty military or spouse) rather than participants themselves. Summary variables (i.e., item means, etc) are computed and then added to the Program File. In addition to the variables listed above, this individual patron file should contain identifiers for matching and some demographic information. Summary variable are added to the program file for analysis at that level.

Variable 5 should be a list of activities for each component (e.g., for youth sports component, a list of different sports represented) and entered as a series of dichotomous variables.

MWR YOUTH PROGRAMS

Program Inputs

Youth Activities

Teen Activities

Youth Sports

Summer Camps

(r 1)
(r 2)
(r 3)
(r 4)
(r 5)
(r 6)
(r 7)
(r 8)
(r 9)
(r 10)
(r 11)
(r 12)

(6) Help to assure health and safety of Marine families

(7) Increase family satisfaction with military lifestyle

(2) Demonstrate concern for Marine families to enhance morale, commitment

(r 13)

(r 14)

Enhance QOL

(r 15)

Retention

Readiness

Performance
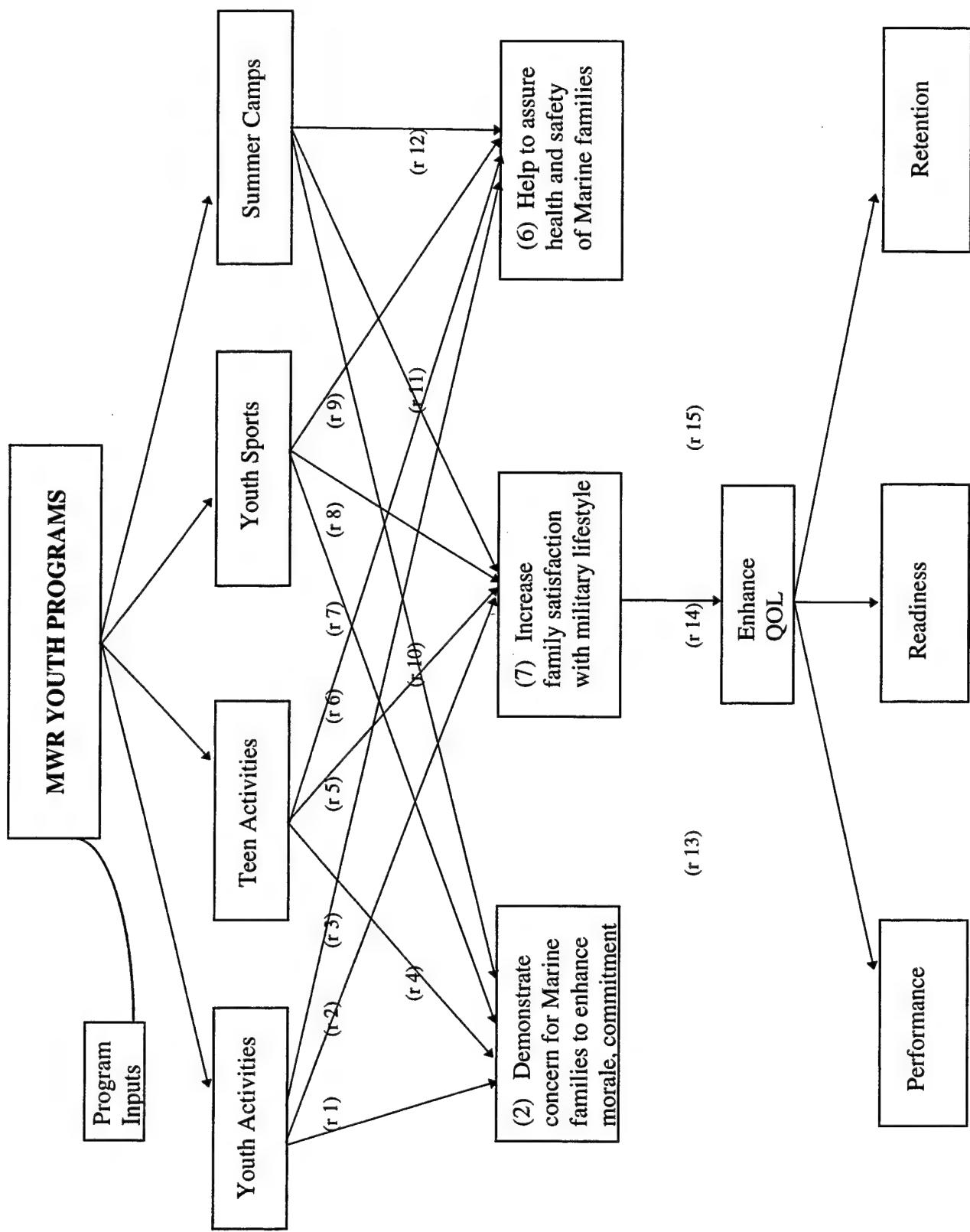
Tests of Model Relationships:

(r 1) to (r 12): Participant parent questionnaires with program input data
(r 13) to (r 15): Participant parent questionnaires supported by QOL data where available

Respondent Sample Description:

The sample should include at least one parent of children participating/enrolled in each of the components. If both parents complete questionnaires, they will be matched by the military member's SSN.

Data Collection Strategy:

Most activities require a fee. When parents come in to sign up their children and pay that fee contact is establish which provides an opportunity to have them fill out the questionnaire. This should be done on-site if possible. There may be limited access to parents of teens, who are more likely to come in unaccompanied.

Appendix B

Patron/Participant Questionnaires

Child Care Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
   - O Albany
   - O Barstow
   - O Beaufort
   - O Camp Butler
   - O Camp Lejeune
   - O Camp Pendleton
   - O Cherry Point
   - O El Toro
   - O Iwakuni
   - O Keneohe Bay/Camp Smith
   - O Kansas City
   - O Miramar
   - O New River
   - O Parris Island
   - O Quantico
   - O San Diego
   - O Twentynine Palms
   - O Tustin
   - O Henderson Hall
   - O Yuma

2. Are you:
   - O Active duty Marine
   - O Spouse of active-duty Marine
   - O Active duty, other service
   - O Spouse of active duty, other service
   - O Other

3. If _active duty_ member, please enter _your_ SSN. If _spouse_, please enter your _sponsor's_ SSN:

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4. For your child care needs, which program are you now using?
   - O USMC Child Development Center
   - O USMC Family Child Care
   - O USMC Child Care Special Programs

5. How many children do you have enrolled in this program?
   - O One child
   - O Two children
   - O Three or more children

6. Are you using this child care program because you work:
   - O Full time
   - O Part-time
   - O As a volunteer

Please continue on reverse side

7. How difficult would it be to find alternate, affordable child care if this program was not available?

- O It would be extremely difficult to find alternate child care
- O Alternate programs are available but are not affordable
- O Alternate programs are available, but I would worry about my child's safety
- O Alternate programs are available, but lack the developmental advantages of this program
- O Fairly easy; I know of several good programs

8. Does having your child(ren) in THIS child care program allow you to concentrate on your job/duties without worrying about their welfare?

- O Yes, with this child care program, I never worry about my child's welfare while I am on duty/ working
- O Yes, with this child care program, I seldom worry about my child's welfare while I am on-duty/working
- O No, I frequently worry while on-duty/at work about leaving my child at this facility
- O No, I think worry about my child's care will always make it difficult to concentrate on my work/duties, regardless of the child care arrangements I have

9. How much does the availability of this child care program contribute to your quality of life?

- O A great deal
- O Quite a lot
- O Somewhat
- O A little
- O Not at all

10. Do you agree that providing quality child care is one way the Marine Corps shows its concern for members and their families?

- O Strongly agree
- O Agree
- O Neither agree nor disagree
- O Disagree
- O Strongly disagree

11. How much do you think this child care program contributes to your satisfaction with military life?

- O A great deal
- O Quite a lot
- O Somewhat
- O A little
- O Not at all

12. How much do you feel that this child care program contributes to the health and safety of Marine Corps children?

- O A great deal
- O Quite a lot
- O Somewhat
- O A little
- O Not at all

13. *If you are the spouse of an active duty Marine,* does having a job or working as a volunteer make you more or less satisfied with the military life style?

- O Much less satisfied
- O Somewhat less satisfied
- O Has no effect on how I feel about military life
- O Somewhat more satisfied
- O Much more satisfied
- O N/A

14. *If you are the spouse of an active duty Marine,* how much difference does your job outside the home make in your family's finances?

- O A great deal of difference
- O Quite a bit of difference
- O Some difference
- O A little difference
- O Almost no difference
- O N/A

15. Do you presently live

- O In base housing
- O In military housing off the base
- O In civilian housing

Counseling Client Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
   O   Albany
   O   Barstow
   O   Beaufort
   O   Camp Butler
   O   Camp Lejeune
   O   Camp Pendleton
   O   Cherry Point
   O   El Toro
   O   Iwakuni
   O   Keneohe Bay/Camp Smith
   O   Kansas City
   O   Miramar
   O   New River
   O   Parris Island
   O   Quantico
   O   San Diego
   O   Twentynine Palms
   O   Tustin
   O   Henderson Hall
   O   Yuma

2. Are you:

   O   Active duty Marine
   O   Spouse of active-duty Marine
   O   Active duty, other service
   O   Spouse of active duty, other service
   O   Other

4. Please indicate the type of counseling program you are in:

   O   Individual Counseling
   O   Marriage (Couples) Counseling
   O   Family Counseling

5. Is this the first time you have been a FSC counseling client?

   O   Yes
   O   No

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

(write #s in boxes)

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6. How did you learn about the counseling services at the Family Service Center?

   O   Referral by a volunteer
   O   Referral by the command
   O   Referral by a friend
   O   Media announcement
   O   "Welcome Aboard" or similar briefing
   O   Other

Please continue on reverse side

7. To what extent has this counseling program helped you with the problem that originally brought you here?

    O It has helped a great deal
    O It has helped quite a lot
    O It has helped somewhat
    O It has not helped very much
    O It has not helped at all

8. Have you been referred to another agency or counselor to continue your counseling sessions?

    O Yes, and I plan to continue with counseling
    O Yes, but I do not plan to continue
    O No, I have not been referred elsewhere
    O No, I have not been referred, but I intend to continue with counseling anyway

9. To what extent do you think your personal relationships will change as a result of skills you learned through this program Will they:

    O Greatly improve
    O Improve somewhat
    O Remain the same
    O Become somewhat worse
    O Become a lot worse

10. How much does the availability of this program contribute to your quality of life?

    O A great deal
    O Quite a lot
    O Somewhat
    O A little
    O Not at all

11. Do you agree that providing counseling programs is one way the Marine Corps shows its concern for members and their families?

    O Strongly agree
    O Agree
    O Neither agree nor disagree
    O Disagree
    O Strongly disagree

12. How much do you think the counseling program contributes to your satisfaction with military life?

    O A great deal
    O Quite a lot
    O Somewhat
    O A little
    O Not at all

13. Do you presently live

    O In base housing
    O In military housing off the base
    O In civilian housing

Deployment Support Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
    - O   Albany
    - O   Barstow
    - O   Beaufort
    - O   Camp Butler
    - O   Camp Lejeune
    - O   Camp Pendleton
    - O   Cherry Point
    - O   El Toro
    - O   Iwakuni
    - O   Keneohe Bay/Camp Smith
    - O   Kansas City
    - O   Miramar
    - O   New River
    - O   Parris Island
    - O   Quantico
    - O   San Diego
    - O   Twentynine Palms
    - O   Tustin
    - O   Henderson Hall
    - O   Yuma

2. Are you:
    - O   Active duty Marine
    - O   Spouse of active-duty Marine
    - O   Active duty, other service
    - O   Spouse of active duty, other service
    - O   Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN:

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4. Please indicate all of the sections of the program that you have participated in:
    - O   Pre-Deployment Program
    - O   Mid-Deployment Assistance Program
    - O   "Return and Reunion" Program

5. Is this your/your spouse's first deployment?
    - O   Yes
    - O   No
    - O   No, but I was not married during my previous deployment

6. Are you and your spouse BOTH active duty Marines?
    - O   Yes
    - O   No

Please continue on reverse side

7. To what extent do you think this program will be help or has been a help to you (and your spouse, if any) in coping with the stress of deployment and/or family separation?

- O   It helped to a great extent
- O   It helped quite a lot
- O   It helped somewhat
- O   Not very much help
- O   No help at all

8. To what extent do you think your personal relationships will change as a result of skills you learned through this program Will they:

- O   Greatly improve
- O   Improve somewhat
- O   Remain the same
- O   Become somewhat less positive
- O   Become a lot worse

9. How much does the availability of this program contribute to your quality of life?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

10. Do you agree that providing deployment support is one way the Marine Corps shows its concern for members and their families?

- O   Strongly agree
- O   Agree
- O   Neither agree nor disagree
- O   Disagree
- O   Strongly disagree

11. How much do you think the deployment support program contributes to your satisfaction with military life?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

12. Do you presently live

- O   In base housing
- O   In military housing off the base
- O   In civilian housing

B-6

Mid-Deployment Support Spouse Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   - O   Albany
   - O   Barstow
   - O   Beaufort
   - O   Camp Butler
   - O   Camp Lejeune
   - O   Camp Pendleton
   - O   Cherry Point
   - O   El Toro
   - O   Iwakuni
   - O   Keneohe Bay/Camp Smith
   - O   Kansas City
   - O   Miramar
   - O   New River
   - O   Parris Island
   - O   Quantico
   - O   San Diego
   - O   Twentynine Palms
   - O   Tustin
   - O   Henderson Hall
   - O   Yuma

2. Did you participate in the Pre-Deployment portion of this program?

   - O   Yes
   - O   No
   - O   I have participated in pre-deployment programs in the past

4. Is this your/your spouse's first deployment?

   - O   Yes
   - O   No
   - O   No, but previous deployment was before we were married

5. What is your employment situation?

   - O   Do not work outside the home
   - O   Employed part time
   - O   Employed full time
   - O   Active duty Marine

3. Please enter your <u>sponsor's</u> SSN:

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6. Do you have children or step-children who live with you?

   - O   Yes
   - O   No

Please continue on reverse side

B-7

7. Have you been contacted by a key volunteer since your spouse deployed?
    - O   Yes
    - O   No

8. What type of assistance, if any, have you received from the FSC or the key volunteer network since your spouse deployed?

    - O   None
    - O   Help in dealing with practical issues
    - O   Help in dealing with emotional issues

9. How much does the availability of the deployment support programs contribute to your quality of life?

    - O   A great deal
    - O   Quite a lot
    - O   Somewhat
    - O   A little
    - O   Not at all

10. Do you agree that providing deployment support is one way the Marine Corps shows its concern for members and their families?

    - O   Strongly agree
    - O   Agree
    - O   Neither agree nor disagree
    - O   Disagree
    - O   Strongly disagree

11. How much do you think the deployment support program contributes to your satisfaction with military life?

    - O   A great deal
    - O   Quite a lot
    - O   Somewhat
    - O   A little
    - O   Not at all

12. As a result of the deployment support programs, how have your feelings about the sense of community and mutual support at this installation changed?

    - O   I feel much more positive
    - O   I feel somewhat more positive
    - O   I feel about the same
    - O   I feel somewhat more negative
    - O   I feel much more negative

13. Do you presently live

    - O   In base housing
    - O   In military housing off the base
    - O   In civilian housing

E.F.M. Program Participant Questionnaire

> This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.
>
> Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
   - O Albany
   - O Barstow
   - O Beaufort
   - O Camp Butler
   - O Camp Lejeune
   - O Camp Pendleton
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   - O El Toro
   - O Iwakuni
   - O Keneohe Bay/Camp Smith
   - O Kansas City
   - O Miramar
   - O New River
   - O Parris Island
   - O Quantico
   - O San Diego
   - O Twentynine Palms
   - O Tustin
   - O Henderson Hall
   - O Yuma

2. Are you:
   - O Active duty Marine
   - O Spouse of active-duty Marine
   - O Active duty, other service
   - O Spouse of active duty, other service
   - O Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. What is the relationship of the family member on whose behalf you are participating in this program?
   - O Spouse
   - O Child
   - O Parent
   - O Other

5. In what way has this program been the most assistance to you and your family?
   - O Appropriate assignments
   - O Resource referrals, including medical
   - O Support group referrals
   - O Other

6. If married, are you and your spouse both active duty?
   - O Yes
   - O No
   - O N/A

Please continue on reverse side

7. How much does the assistance provided by this program increase your ability to focus on your military duties?

  O   A great deal
  O   Quite a lot
  O   Somewhat
  O   A little
  O   Not at all

8. To what extent do you think this program has helped you cope with conflicting military and family roles?

  O   It has helped to a great extent
  O   It has helped quite a lot
  O   It has helped somewhat
  O   It has not helped very much
  O   It has not helped at all

9. Do you agree that this program helps members to concentrate more quickly on their new duties after a PCS move?

  O   Strongly agree
  O   Agree
  O   Neither agree nor disagree
  O   Disagree
  O   Strongly disagree

10. To what extent does the availability of this program influence your retention decisions?

  O   To a great extent
  O   Quite a bit
  O   Somewhat
  O   Very little
  O   Not at all

11. How much does the availability of this program contribute to your quality of life?

  O   A great deal
  O   Quite a lot
  O   Somewhat
  O   A little
  O   Not at all

12. Do you agree that providing the EFM Program is one way the Marine Corps shows its concern for members and their families?

  O   Strongly agree
  O   Agree
  O   Neither agree nor disagree
  O   Disagree
  O   Strongly disagree

13. Do you presently live

  O   In base housing
  O   In military housing off the base
  O   In civilian housing

Family Advocacy Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   O Albany
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   O Kansas City
   O Miramar
   O New River
   O Parris Island
   O Quantico
   O San Diego
   O Twentynine Palms
   O Tustin
   O Henderson Hall
   O Yuma

2. Are you:

   O Active duty Marine
   O Spouse of active-duty Marine
   O Active duty, other service
   O Spouse of active duty, other service
   O Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN.
   If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. In which component of the Family Advocacy Program are you presently involved?

   O Workshop/Seminar
   O Counseling
   O New Parent Support Program
   O Other

5. Are you participating in this program because of

   O Command referral
   O Personal interest
   O A reported incident
   O Other

6. Are you and your spouse both active duty Marines?

   O Yes
   O No
   O N/A, not married

Please continue on reverse side

7. To what extent do you think this program has helped you cope with stress in appropriate ways?

   O   It has helped a great deal
   O   It has helped quite a lot
   O   It has helped somewhat
   O   It has not helped very much
   O   It has not helped at all

8. To what extent do you think your personal relationships will change as a result of skills you learned through this program Will they:

   O   Greatly improve
   O   Improve somewhat
   O   Remain the same
   O   Become somewhat worse
   O   Become a lot worse

9. How much does the availability of this program contribute to quality of life in the Marine Corps?

   O   A great deal
   O   Quite a lot
   O   Somewhat
   O   A little
   O   Not at all

10. Do you agree that providing this program helps participants cope with tensions between military and family roles?

   O   Strongly agree
   O   Agree
   O   Neither agree nor disagree
   O   Disagree
   O   Strongly disagree

11. Overall, how do you think this program affects the health and safety of Marines and their families?

   O   A great deal
   O   Quite a lot
   O   Somewhat
   O   A little
   O   Not at all

12. If you are participating in the New Parent Support Program (NPSP), how do you now feel about your parenting skills?

   O   Extremely confident
   O   Confident
   O   Somewhat more confident than I did
   O   Still not very confident
   O   Definitely not confident

13. Do you presently live

   O   In base housing
   O   In military housing off the base
   O   In civilian housing

Family Member Employment Assistance Program
Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   - O   Albany
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   - O   Cherry Point
   - O   El Toro
   - O   Iwakuni
   - O   Keneohe Bay/Camp Smith
   - O   Kansas City
   - O   Miramar
   - O   New River
   - O   Parris Island
   - O   Quantico
   - O   San Diego
   - O   Twentynine Palms
   - O   Tustin
   - O   Henderson Hall
   - O   Yuma

2. Are you:

   - O   Spouse of active-duty Marine
   - O   Spouse of active duty, other service
   - O   Other

4. Which of the program components have you used or been part of? *(Please mark all that apply.)*

   - O   Job referral
   - O   Job search
   - O   "Job Ready" workshops
   - O   Career counseling
   - O   Individual Career Plan
   - O   Job Fair
   - O   Other

5. Which of the following describes your situation?

   - O   Preparing to enter job market for the first time
   - O   Preparing to re-enter the job market after a period of unemployment
   - O   Seeking to upgrade skills in order to enter a new job field
   - O   Seeking another job in the same field as your previous employment
   - O   Other

3. Please enter your <u>sponsor's</u> SSN:

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6. How did your learn of this program?

   - O   From a volunteer
   - O   From a friend
   - O   From a briefing
   - O   From a media announcement
   - O   Other

Please continue on reverse side

7. As a result of this program, do you think your job skills have:

  O Improved a great deal
  O Improved quite a lot
  O Improved somewhat
  O Improved very little
  O Have not improved at all

8. Since participating in this program, do you think your chances of getting the type of job you want are:

  O Much better than before
  O Quite a bit better
  O Somewhat better
  O Just barely better
  O The same as before

9. How much would you say the services of this program will contribute to the financial well-being of your family in the long run?

  O A great deal
  O Quite a lot
  O Somewhat
  O A little
  O Not at all

10. How much do you think the availability of this program contributes to quality of life in the Marine Corps?

  O A great deal
  O Quite a lot
  O Somewhat
  O A little
  O Not at all

11. Do you agree that providing family member employment assistance is one way the Marine Corps shows its concern for members and their families?

  O Strongly agree
  O Agree
  O Neither agree nor disagree
  O Disagree
  O Strongly disagree

12. How much do you think this program has contributed to your satisfaction with military life?

  O A great deal
  O Quite a lot
  O Somewhat
  O A little
  O Not at all

13. What impact, if any, does your ability to obtain employment have on the retention decisions of your spouse?

  O A significant impact
  O Considerable impact
  O Some impact
  O Very little impact
  O No impact

14. Do you presently live

  O In base housing
  O In military housing off the base
  O In civilian housing

Financial Management Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
    O   Albany
    O   Barstow
    O   Beaufort
    O   Camp Butler
    O   Camp Lejeune
    O   Camp Pendleton
    O   Cherry Point
    O   El Toro
    O   Iwakuni
    O   Keneohe Bay/Camp Smith
    O   Kansas City
    O   Miramar
    O   New River
    O   Parris Island
    O   Quantico
    O   San Diego
    O   Twentynine Palms
    O   Tustin
    O   Henderson Hall
    O   Yuma

2. Are you:

    O   Active duty Marine
    O   Spouse of active-duty Marine
    O   Active duty, other service
    O   Spouse of active duty, other service
    O   Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. Which of the program components have you attended or been part of? *(Please mark all that apply.)*

    O   Briefings
    O   Workshops or Seminars
    O   Counseling
    O   Other

5. How did your learn of this program?

    O   Command referral
    O   From a volunteer
    O   From a friend
    O   From a briefing
    O   From a media announcement
    O   Other

6. How relevant to your own situation were the seminars or workshops you attended?

    O   Extremely relevant
    O   Quite relevant
    O   Barely relevant
    O   Not very relevant
    O   Not relevant at all
    O   N/A, have not attended any seminars or workshops

Please continue on reverse side

7.   As a result of this program, do you think your finances will:

   O   Improve a great deal
   O   Improve quite a lot
   O   Improve somewhat
   O   Improve very little
   O   Will not improve at all

8.   Since participating in this program, how much do you plan to change your behavior with regard to finances?

   O   A great deal
   O   Quite a lot
   O   Somewhat
   O   A little
   O   Not at all

9.   What effect do you think the financial skills you learned in this program will have on the amount of stress in your life?

   O   Reduce stress in my life a great deal
   O   Reduce stress in my life quite a lot
   O   Reduce stress in my life somewhat
   O   Reduce stress in my life very little
   O   Make no difference in the stress in my life

10. Do you agree that you will be able to concentrate more on your military duties if your financial affairs are in better order?

   O   Strongly agree
   O   Agree
   O   Neither agree nor disagree
   O   Disagree
   O   Strongly disagree

11. How much do you think the availability of this program contributes to quality of life in the Marine Corps?

   O   A great deal
   O   Quite a lot
   O   Somewhat
   O   A little
   O   Not at all

12. What impact do you think this program will ultimately have on your/your family's satisfaction with military life?

   O   A significant impact
   O   Considerable impact
   O   Some impact
   O   Very little impact
   O   No impact

13. Do you presently live

   O   In base housing
   O   In military housing off the base
   O   In civilian housing

Marriage Enrichment Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   O Albany
   O Barstow
   O Beaufort
   O Camp Butler
   O Camp Lejeune
   O Camp Pendleton
   O Cherry Point
   O El Toro
   O Iwakuni
   O Keneohe Bay/Camp Smith
   O Kansas City
   O Miramar
   O New River
   O Parris Island
   O Quantico
   O San Diego
   O Twentynine Palms
   O Tustin
   O Henderson Hall
   O Yuma

2. Are you:

   O Active duty Marine
   O Spouse of active-duty Marine
   O Active duty, other service
   O Spouse of active duty, other service
   O Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. How long have you and your spouse been married?

   O Less than one year
   O 1 to 5 years
   O 5 to 10 years
   O More than 10 years

5. Are you and your spouse both active duty Marines?

   O Yes
   O No

6. How did you learn about the Marriage Enrichment Program offered at this installation?

   O From a volunteer
   O From a friend
   O From a briefing
   O From a media announcement
   O Other

Please continue on reverse side

7. How do you think this program has helped you and your spouse to cope with the stresses of military life?

    O   It has helped a great deal
    O   It has helped quite a lot
    O   It has helped somewhat
    O   It has not helped very much
    O   It has not helped at all

8. To what extent do you think your relationship with your spouse will change as a result of skills you learned through this program Will it:

    O   Greatly improve
    O   Improve somewhat
    O   Remain the same
    O   Become somewhat worse
    O   Become a lot worse

9. How much does the availability of this program contribute to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

10. Do you agree that providing this program helps participants to better manage the tensions between military and family demands?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

11. After participation in this program do you find that you are more satisfied with the military life style, or less satisfied?

    O   Much more satisfied
    O   Somewhat more satisfied
    O   About the same as before
    O   Somewhat less satisfied
    O   Much less satisfied

13. Do you presently live

    O   In base housing
    O   In military housing off the base
    O   In civilian housing

Relocation Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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2. Are you:

    O   Active duty Marine
    O   Spouse of active-duty Marine
    O   Active duty, other service
    O   Spouse of active duty, other service
    O   Other

4. Which of the program components have you attended or been part of? *(Please mark all that apply.)*

    O   Pre-departure Briefings
    O   SITES
    O   Cultural Adaptation Seminars
    O   Sponsorship Program
    O   "Welcome Aboard" Briefings
    O   Newcomer Assistance
    O   Other

5. Is this move:

    O   CONUS to CONUS
    O   CONUS to Overseas
    O   Overseas to CONUS
    O   Overseas to Overseas

1. Location (Base/Installation/Station):
    O   Albany
    O   Barstow
    O   Beaufort
    O   Camp Butler
    O   Camp Lejeune
    O   Camp Pendleton
    O   Cherry Point
    O   El Toro
    O   Iwakuni
    O   Keneohe Bay/Camp Smith
    O   Kansas City
    O   Miramar
    O   New River
    O   Parris Island
    O   Quantico
    O   San Diego
    O   Twentynine Palms
    O   Tustin
    O   Henderson Hall
    O   Yuma

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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6. Are you and your spouse both active duty?

    O   Yes
    O   No
    O   N/A, not married

Please continue on reverse side

7. Did you hear from your assigned personnel sponsor?

   (Please mark all that apply.)

   O   Before your PCS move
   O   After arrival at your new station
   O   I have had no contact with my sponsor

8. Do you agree that this program helps members to concentrate more quickly on their new duties rather than the details of relocation?

   O   Strongly agree
   O   Agree
   O   Neither agree nor disagree
   O   Disagree
   O   Strongly disagree

9. What impact do you think this program will ultimately have on your/your family's satisfaction with military life?

   O   A significant impact
   O   Considerable impact
   O   Some impact
   O   Very little impact
   O   No impact

10. Do you agree that providing relocation assistance is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

11. How much do you think the availability of this program contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

12. At your new location, which of the following residential arrangements do you, or will you, have?

    O   Base housing
    O   Military housing off the base
    O   Civilian housing

Substance Abuse Educational Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
    O   Albany
    O   Barstow
    O   Beaufort
    O   Camp Butler
    O   Camp Lejeune
    O   Camp Pendleton
    O   Cherry Point
    O   El Toro
    O   Iwakuni
    O   Keneohe Bay/Camp Smith
    O   Kansas City
    O   Miramar
    O   New River
    O   Parris Island
    O   Quantico
    O   San Diego
    O   Twentynine Palms
    O   Tustin
    O   Henderson Hall
    O   Yuma

2. Please indicate which educational component you are participating in:

    O   Substance Abuse Information Course (SAIC)
    O   Substance Abuse Prevention Workshop
    O   Junior/Senior Leaders' Substance Abuse Awareness Seminar
    O   IMPACT
    O   AWARE
    O   Other

3. Please enter your Social Security Number:

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4. Did you previously receive training about substance abuse as part of PME?:

    O   Yes
    O   No
    O   Don't recall

5. Have you ever undergone screening at the SACC following an incident involving drugs or alcohol?

    O   Yes
    O   No

6. How much influence do you think educational programs about substance abuse have had in moving Marines toward a healthier life style?

    O   A great deal of influence
    O   Quite a lot of influence
    O   Some influence
    O   Very little influence
    O   No influence

7. How much impact do you think this program has on the health and safety of Marines and their family members?

    O   A great impact
    O   Considerable impact
    O   Some impact
    O   Very little impact
    O   No impact

8. In your opinion, how likely is it that participants in this program learn skills to help them improve their personal relationships?

    O   Extremely likely
    O   Generally likely
    O   Somewhat likely
    O   Barely likely
    O   Not at all likely

9. Do you agree that this program has a positive impact on performance?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

10. How much do you think this program contributes to the readiness of your unit?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

11. In your opinion, how much does this program contribute to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

12. Overall, how effective would you say this program is?

    O   Extremely effective
    O   Generally effective
    O   Somewhat effective
    O   Barely effective
    O   Not effective

13. Do you presently live

    O   In base housing
    O   In military housing off the base
    O   In civilian housing

Substance Abuse Treatment Program Client Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   O Albany
   O Barstow
   O Beaufort
   O Camp Butler
   O Camp Lejeune
   O Camp Pendleton
   O Cherry Point
   O El Toro
   O Iwakuni
   O Keneohe Bay/Camp Smith
   O Kansas City
   O Miramar
   O New River
   O Parris Island
   O Quantico
   O San Diego
   O Twentynine Palms
   O Tustin
   O Henderson Hall
   O Yuma

2. Before you entered this treatment program, which of the following classes/seminars/workshops had you attended? *Please mark all that apply*.

   O Substance abuse classes as part of PME
   O Substance Abuse Information Course (SAIC)
   O Substance Abuse Prevention Workshop
   O Junior/Senior Leaders' Substance Abuse Awareness Seminar
   O IMPACT
   O AWARE
   O Other
   O None

3. Please enter your Social Security Number:

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4. Have you ever been in a substance abuse treatment program before this one?:

   O Yes
   O No

5. Have you been involved IN THE PAST in other reported incidents involving alcohol or drug abuse?

   O Yes, once
   O Yes, more than once
   O No

6. Do you believe that you will lead a healthier lifestyle in the future as a result of this program?

- O Yes, much healthier
- O Yes, somewhat healthier
- O About the same
- O No, no change
- O Don't know

7. How much impact do you think your participation in this program will have on the health and welfare of your spouse and/or children?

- O I do not have a spouse or children. (Skip to the next question)

- O A great impact
- O Considerable impact
- O Some impact
- O Very little impact
- O No impact

8. As a result of the skills you have learned in this treatment program, how do you think your personal relationships will change? Will they:

- O Greatly improve
- O Improve somewhat
- O Remain the same
- O Become somewhat less positive
- O Become a lot worse

9. What effect do you think this program is likely to have on your performance of your military duties?

- O My performance will improve a great deal
- O My performance will improve somewhat
- O My performance will probably be about the same
- O My performance will not be quite as good
- O My performance is likely to be much worse

10. Do you think that you will be more valuable or less valuable to the Marine Corps after participation in this treatment program?

- O I will be much more valuable to the Marine Corps as a result of what I have learned in this treatment program
- O I will be somewhat more valuable to the Marine Corps as a result of what I have learned in this treatment program
- O There will be no difference in my value to the Marine Corps as a result of this program
- O I will be less valuable to the Marine Corps after participation in this program
- O I will be much less valuable to the Marine Corps as a result of this program

11. How would you rate the contribution of this program to your personal readiness?

- O Program makes a large & significant contribution
- O A considerable contribution
- O Some contribution
- O Very little contribution
- O No contribution to personal readiness

12. How would you rate the contribution of this program to quality of life in the Marine Corps?

- O Program make a large & significant contribution
- O A considerable contribution
- O Some contribution
- O Very little contribution
- O No contribution to quality of life

13. Do you presently live

- O In base housing
- O In military housing off the base
- O In civilian housing

Voluntary Education Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   - O   Albany
   - O   Barstow
   - O   Beaufort
   - O   Camp Butler
   - O   Camp Lejeune
   - O   Camp Pendleton
   - O   Cherry Point
   - O   El Toro
   - O   Iwakuni
   - O   Keneohe Bay/Camp Smith
   - O   Kansas City
   - O   Miramar
   - O   New River
   - O   Parris Island
   - O   Quantico
   - O   San Diego
   - O   Twentynine Palms
   - O   Tustin
   - O   Henderson Hall
   - O   Yuma

2. Which of the following voluntary education programs are you currently participating in?

   - O   Military Academic Skills Program (MASP)
   - O   Military Academic Credit Exam. (MACE)
   - O   Service Member Opportunities Colleges (SOCMAR)
   - O   MC Satellite Education Network (MCSEN)
   - O   Defense Activity Non-traditional Educational Support Program (DANTES)
   - O   Apprenticeship Program
   - O   Program for Afloat College Education (PACE)

3. Please enter your Social Security Number:

   (write #s in boxes)

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4. Through voluntary education programs offered by USMC, which of the following accomplishments have you completed? *(Mark all that apply.)*

   - O   Earned your high school diploma
   - O   Earned an AA degree
   - O   Earned a bachelors degree
   - O   Earned an advanced degree
   - O   Completed 2 or more college semesters
   - O   Earned an Apprenticeship Certificate
   - O   Taken one or more CLEP/DSST exams
   - O   Achieved academic credit for military duty

5. Have any of your family members taken advantage of the family provisions of SOCMAR?

   - O   Yes
   - O   No
   - O   N/A

Please continue on reverse side

6. Do you think your educational achievements have given you a more positive self-concept and more self-confidence?

    O   Definitely yes
    O   Maybe yes
    O   No opinion
    O   Maybe not
    O   Definitely not

7. What impact does the availability of these educational programs have on your intentions to re-enlist?

    O   A great impact
    O   Considerable impact
    O   Some impact
    O   Very little impact
    O   No impact

8. How do you think your value to the Marine Corps will change as a consequence of your participation in USMC sponsored educational programs?

    O   I will be of much greater value to the MC
    O   I will be of considerable more value
    O   My value to the MC will be about the same
    O   I think I will have somewhat less value
    O   I will be of much less value to the MC

9. What effect do you think your participation in educational programs is likely to have on your performance of your military duties?

    O   My performance will improve a great deal
    O   My performance will improve somewhat
    O   My performance will probably be about the same
    O   My performance will not be quite as good
    O   My performance is likely to be much worse

10. Do you agree that providing educational programs is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

11. In your opinion, how much does this program contribute to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

12. How much did the availability of these educational programs influence your original decision to enlist in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

13. Would you have been able to enroll in a similar educational program without Tuition Assistance?

    O   Yes
    O   Maybe
    O   No
    O   N/A

14. Do you presently live

    O   In base housing
    O   In military housing off the base
    O   In civilian housing

Food and Hospitality Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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2. Are you:

   O   Active duty Marine
   O   Spouse of active-duty Marine
   O   Active duty, other service
   O   Spouse of active duty, other service
   O   Other

4. At which type of food establishment are you being asked to complete this questionnaire?

   O   Restaurant
   O   Enlisted Club
   O   SNCO Club
   O   Officers Club
   O   Consolidated Club
   O   Snack Bar at a bowling center
   O   Snack Bar at a golf course
   O   Other

5. On the average, how often do you visit this establishment ?

   O   Daily
   O   Several times each week
   O   Once a week
   O   Several times each month
   O   Once a month
   O   Several times a year

1. Location (Base/Installation/Station):
   O   Albany
   O   Barstow
   O   Beaufort
   O   Camp Butler
   O   Camp Lejeune
   O   Camp Pendleton
   O   Cherry Point
   O   El Toro
   O   Iwakuni
   O   Keneohe Bay/Camp Smith
   O   Kansas City
   O   Miramar
   O   New River
   O   Parris Island
   O   Quantico
   O   San Diego
   O   Twentynine Palms
   O   Tustin
   O   Henderson Hall
   O   Yuma

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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6. At what time of day are you most likely to come here?

   O   Lunch time
   O   Late afternoon
   O   Early evening
   O   Dinner time
   O   After dinner
   O   Late night

Please continue on reverse side

7. Do you visit this food establishment on base more often or less often than you visit similar facilities off the base?

- O   Much more often
- O   Somewhat more often
- O   About the same
- O   Somewhat less often
- O   Much less often

8. What is it about this establishment that makes you want to come here?   *(Mark all that apply)*

- O   Because it's convenient
- O   Because it cost less
- O   Because it's quick
- O   Because it's familiar
- O   Because it's a sociable place
- O   Because the food is good
- O   Because I feel comfortable here

9. Compared to off-base restaurants, bars, or clubs in the community, does this place offer more or less opportunity for socializing?

- O   A lot less opportunity
- O   Somewhat less opportunity
- O   About the same opportunity
- O   Somewhat more opportunity
- O   A lot more opportunity

10. Do you agree that providing facilities, such as this one, on base is one way the Marine Corps shows its concern for members and their families?

- O   Strongly agree
- O   Agree
- O   Neither agree nor disagree
- O   Disagree
- O   Strongly disagree

11. How much do you think having such facilities contributes to quality of life in the Marine Corps?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

12. How much do you think these snack bars, restaurants and clubs contribute to family satisfaction with military life style?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

13. Do you presently live in:

- O   Base housing
- O   Military housing off the base
- O   Civilian housing

B-28

Food and Hospitality Program
Temporary Lodging Facility Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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2. Are you:

   O   Active duty Marine
   O   Spouse of active-duty Marine
   O   Active duty, other service
   O   Spouse of active duty, other service
   O   Other

4. What is the situation that brings you here?

   O   PCS move to this duty station
   O   In transit to new duty station
   O   On vacation/ personal travel
   O   Between two residences at the same base
   O   Other

5. What is the primary reason that you would choose to stay in this facility while waiting for your housing assignment?

   O   It is more affordable than other options
   O   It is more convenient than other options
   O   It is more attractive than other options
   O   Feel less isolated, more welcomed at a military facility
   O   Provides an opportunity to become familiar with new duty station
   O   No information about other options
   O   Other

1. Location (Base/Installation/Station):
   O   Albany
   O   Barstow
   O   Beaufort
   O   Camp Butler
   O   Camp Lejeune
   O   Camp Pendleton
   O   Cherry Point
   O   El Toro
   O   Iwakuni
   O   Keneohe Bay/Camp Smith
   O   Kansas City
   O   Miramar
   O   New River
   O   Parris Island
   O   Quantico
   O   San Diego
   O   Twentynine Palms
   O   Tustin
   O   Henderson Hall
   O   Yuma

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

(write #s in boxes)

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6. How long was you stay at this Temporary Lodging Facility?

   O   One day
   O   Less than 3 days
   O   3 days to 1 week
   O   Between 1 and 2 weeks
   O   More than 2 weeks
   O   More than 1 month

Please continue on reverse side

7.   Do you agree that having Temporary Lodging Facilities reduces the stress of the frequent relocations that are part of military life?

- O   Strongly agree
- O   Agree
- O   Neither agree nor disagree
- O   Disagree
- O   Strongly disagree

8.   Do you agree that providing Temporary Lodging Facilities, such as this one, is one way the Marine Corps shows its concern for members and their families?

- O   Strongly agree
- O   Agree
- O   Neither agree nor disagree
- O   Disagree
- O   Strongly disagree

9.   How much do you think having such facilities contributes to quality of life in the Marine Corps?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

10.   How much do you think facilities like these contribute to family satisfaction with military life style?

- O   A great deal
- O   Quite a lot
- O   Somewhat
- O   A little
- O   Not at all

11.   Will you be moving into

- O   Base housing
- O   Military housing off the base
- O   Civilian housing

USMC Libraries Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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2. Are you:

   O   Active duty Marine
   O   Spouse of active-duty Marine
   O   Active duty, other service
   O   Spouse of active duty, other service
   O   Other

4. For what purpose do you use the base library?
(Please mark all that apply.)

   O   Leisure reading materials
   O   Materials relevant to your voluntary education program
   O   Materials relevant to your MOS
   O   Computer access
   O   Cds and video tapes
   O   Children's literature and/or programs
   O   Inter-library loans
   O   As a quiet place to study
   O   Other

5. Do you have children of school age?

   O   Yes
   O   No

1. Location (Base/Installation/Station):
   O   Albany
   O   Barstow
   O   Beaufort
   O   Camp Butler
   O   Camp Lejeune
   O   Camp Pendleton
   O   Cherry Point
   O   El Toro
   O   Iwakuni
   O   Keneohe Bay/Camp Smith
   O   Kansas City
   O   Miramar
   O   New River
   O   Parris Island
   O   Quantico
   O   San Diego
   O   Twentynine Palms
   O   Tustin
   O   Henderson Hall
   O   Yuma

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

(write #s in boxes)

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6. Do you (and your family, if any) use the base library more or less frequently than you use community libraries off-base?

   O   Much more frequently
   O   Somewhat more frequently
   O   About the same
   O   Somewhat less frequently
   O   Much less frequently

Please continue on reverse side

7. Normally, how successful are you in obtaining the materials or information you need at the base library?

    O   Almost always
    O   More successful than not
    O   Successful about half the time
    O   More likely to be unsuccessful
    O   Almost never

8. What effect do you think the base libraries have on morale?

    O   An extremely positive effect
    O   A significant positive effect
    O   Some positive effect
    O   Very little effect
    O   No effect at all

9. What contribution does the base library make to your educational program?

    O   A significant contribution
    O   Considerable contribution
    O   Some contribution
    O   Very little contribution
    O   No contribution
    O   N/A - not enrolled in an educational program

10. What contribution does the base library make to your leisure enjoyment?

    O   A significant contribution
    O   Considerable contribution
    O   Some contribution
    O   Very little contribution
    O   No contribution

11. Do you agree that providing libraries is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

12. How much do you think this program contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

13. How much do you think this program contributes to family satisfaction with military life style?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

14. Do you presently live in:

    O   Base housing
    O   Military housing off the base
    O   Civilian housing

Form 203017

Physical Fitness Programs Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1.   Location (Base/Installation/Station):
    O   Albany
    O   Barstow
    O   Beaufort
    O   Camp Butler
    O   Camp Lejeune
    O   Camp Pendleton
    O   Cherry Point
    O   El Toro
    O   Iwakuni
    O   Keneohe Bay/Camp Smith
    O   Kansas City
    O   Miramar
    O   New River
    O   Parris Island
    O   Quantico
    O   San Diego
    O   Twentynine Palms
    O   Tustin
    O   Henderson Hall
    O   Yuma

2.   Are you:

    O   Active duty Marine
    O   Spouse of active-duty Marine
    O   Active duty, other service
    O   Spouse of active duty, other service
    O   Other

3.   If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

(write #s in boxes)

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4.   Which of the components of USMC physical fitness programs have you used or participated in? *(Please mark all that apply.)*

    O   Gyms
    O   Fitness Centers
    O   Intramural Sports
    O   Fitness Classes

5.   How frequently do you normally use the facilities at gyms and/or fitness centers?

    O   Daily
    O   Several times each week
    O   Several times a month
    O   About once a month
    O   Less often than once a month
    O   N/A

6.   How often do you normally use community gyms and/or fitness centers off base?

    O   Daily
    O   Several times each week
    O   Several times a month
    O   About once a month
    O   Less often than once a month
    O   N/A

Please continue on reverse side

7.   Which of the following reflects your participation on intramural sports teams?

    O   Usually on teams year around
    O   Usually on a couple of teams during the year
    O   Usually take part in one sport only
    O   N/A- don't play on any teams

8.   Do you agree that the physical activities promoted by these programs help you to reduce stress?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

9.   What effect do you think these programs and facilities have on morale?

    O   An extremely positive effect
    O   A significant positive effect
    O   Some positive effect
    O   Very little effect
    O   No effect at all

10.   What impact do you think physical fitness programs have on your health?

    O   A significant impact
    O   Considerable impact
    O   Some impact
    O   Very little impact
    O   No impact

11.   Do you agree that providing fitness programs and facilities is one way the Marine Corps shows it concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

12.   Many people say that fitness programs are an important part of their social life. Do you agree?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

13.   How much do you think the availability of these programs contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

14.   Do you think that physical fitness programs make a direct contribution to readiness?

    O   Definitely yes
    O   Maybe yes
    O   No opinion
    O   Maybe not
    O   Definitely not

15.   Do you presently live in:

    O   Base housing
    O   Military housing off the base
    O   Civilian housing

Recreation Program: Area I
Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   - O Albany
   - O Barstow
   - O Beaufort
   - O Camp Butler
   - O Camp Lejeune
   - O Camp Pendleton
   - O Cherry Point
   - O El Toro
   - O Iwakuni
   - O Keneohe Bay/Camp Smith
   - O Kansas City
   - O Miramar
   - O New River
   - O Parris Island
   - O Quantico
   - O San Diego
   - O Twentynine Palms
   - O Tustin
   - O Henderson Hall
   - O Yuma

2. Are you:

   - O Active duty Marine
   - O Spouse of active-duty Marine
   - O Active duty, other service
   - O Spouse of active duty, other service
   - O Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN:

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4. At which of these recreational facilities are you completing this questionnaire?

   - O Golf Course
   - O Bowling Center
   - O Other

5. On the average, how often do you use this facility for recreation?

   - O Several times each week
   - O Once a week
   - O Several times each month
   - O Once a month
   - O Less than once a month

6. How often do you engage in this recreational activity off-base, at a similar facility in the civilian community?

   - O Several times each week
   - O Once a week
   - O Several times each month
   - O Once a month
   - O Less than once a month

Please continue on reverse side

7. How would you compare these facilities here on base with those in the community?

    O   On-base facilities are much better than those in the community
    O   On-base facilities are somewhat better
    O   The base and community facilities are about the same
    O   Community facilities are somewhat better
    O   Community facilities are much better than those on base

8. What effect do you think these recreational programs have on morale at this base?

    O   An extremely positive effect on morale
    O   A significant positive effect
    O   Some positive effect
    O   Very little effect
    O   No effect on morale at all

9. Do you agree that providing facilities, such as this one, on base is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

10. Many people say that recreational activities such as this are an important part of their social lives. Do you agree?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

11. Do you agree that facilities for physical activities, such as these, help to maintain the health of Marines and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

12. How much do you think having such facilities contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

13. How much do you think these recreational facilities contribute to family satisfaction with military life style?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

14. Do you presently live in:

    O   Base housing
    O   Military housing off the base
    O   Civilian housing

Recreation Program: Area II
Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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2. Are you:

   O   Active duty Marine
   O   Spouse of active-duty Marine
   O   Active duty, other service
   O   Spouse of active duty, other service
   O   Other

4. At which of these recreational facilities are you completing this questionnaire?

   O   Barracks Rec Room
   O   Lounge
   O   Other

5. On the average, how often do you spend time at this facility?

   O   Daily
   O   Several times each week
   O   Once a week
   O   Several times each month
   O   Once a month
   O   Less than once a month

1. Location (Base/Installation/Station):
   O   Albany
   O   Barstow
   O   Beaufort
   O   Camp Butler
   O   Camp Lejeune
   O   Camp Pendleton
   O   Cherry Point
   O   El Toro
   O   Iwakuni
   O   Keneohe Bay/Camp Smith
   O   Kansas City
   O   Miramar
   O   New River
   O   Parris Island
   O   Quantico
   O   San Diego
   O   Twentynine Palms
   O   Tustin
   O   Henderson Hall
   O   Yuma

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

   (write #s in boxes)

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6. How would you rate the furnishings and/or equipment for leisure activities in this recreation center or lounge?

   O   Terrific
   O   Better than adequate
   O   Adequate
   O   Less than adequate
   O   Terrible

Please continue on reverse side

7. How often are you likely to run into a friend if you stop by here?

  O   Almost always
  O   Fairly often
  O   About half the time
  O   Once in a while
  O   Almost never

8. What effect do you think these recreational facilities have on morale at this base?

  O   An extremely positive effect on morale
  O   A significant positive effect
  O   Some positive effect
  O   Very little effect
  O   No effect on morale at all

9. Do you agree that providing facilities such as recreation centers and lounges is one way the Marine Corps shows its concern for members?

  O   Strongly agree
  O   Agree
  O   Neither agree nor disagree
  O   Disagree
  O   Strongly disagree

10. How much do facilities like this one contribute your satisfaction with military life?

  O   A great deal
  O   Quite a lot
  O   Somewhat
  O   A little
  O   Not at all

11. How much do you think having facilities like this one contributes to quality of life in the Marine Corps?

  O   A great deal
  O   Quite a lot
  O   Somewhat
  O   A little
  O   Not at all

12. Do you presently live in:

  O   Base housing
  O   Military housing off the base
  O   Civilian housing

Recreation Program: Area III
Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

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1. Location (Base/Installation/Station):
   - O   Albany
   - O   Barstow
   - O   Beaufort
   - O   Camp Butler
   - O   Camp Lejeune
   - O   Camp Pendleton
   - O   Cherry Point
   - O   El Toro
   - O   Iwakuni
   - O   Keneohe Bay/Camp Smith
   - O   Kansas City
   - O   Miramar
   - O   New River
   - O   Parris Island
   - O   Quantico
   - O   San Diego
   - O   Twentynine Palms
   - O   Tustin
   - O   Henderson Hall
   - O   Yuma

2. Are you:
   - O   Active duty Marine
   - O   Spouse of active-duty Marine
   - O   Active duty, other service
   - O   Spouse of active duty, other service
   - O   Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. At which of these recreational facilities are you completing this questionnaire?
   - O   Auto Hobby Shop
   - O   Information, Tickets & Tours Center
   - O   Outdoor Recreation Center
   - O   Recreational Equipment Check-out
   - O   Other

5. On the average, how often do you make use of the Auto Hobby Shop?
   - O   Several times each week
   - O   Once a week
   - O   Several times each month
   - O   Once a month
   - O   Several times each year
   - O   N/A, never

6. How often do you and/or your family use the I.T.T. Center?
   - O   Several times each week
   - O   Once a week
   - O   Several times each month
   - O   Once a month
   - O   Several times each year
   - O   N/A, never

Please continue on reverse side

7. How often do you participate in the Outdoor Recreation program?

    O   Several times each week
    O   Once a week
    O   Several times each month
    O   Once a month
    O   Several times each year
    O   N/A, never

8. What effect do you think these recreational programs have on morale at this base?

    O   An extremely positive effect on morale
    O   A significant positive effect
    O   Some positive effect
    O   Very little effect
    O   No effect on morale at all

9. Do you agree that providing recreational programs such as these is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

10. How much do you think having these recreational programs and facilities contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

11. How much do you think these recreational facilities contribute to family satisfaction with military life style?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

12. Do you presently live in:

    O   Base housing
    O   Military housing off the base
    O   Civilian housing

Retail Operations Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
   - O Albany
   - O Barstow
   - O Beaufort
   - O Camp Butler
   - O Camp Lejeune
   - O Camp Pendleton
   - O Cherry Point
   - O El Toro
   - O Iwakuni
   - O Keneohe Bay/Camp Smith
   - O Kansas City
   - O Miramar
   - O New River
   - O Parris Island
   - O Quantico
   - O San Diego
   - O Twentynine Palms
   - O Tustin
   - O Henderson Hall
   - O Yuma

2. Are you:
   - O Active duty Marine
   - O Spouse of active-duty Marine
   - O Active duty, other service
   - O Spouse of active duty, other service
   - O Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN:

   (write #s in boxes)

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4. In which type of retail establishment are you completing this questionnaire?
   - O Base Exchange
   - O Convenience Store
   - O Other

5. On the average, how often do you shop in this establishment?
   - O Several times each week
   - O Once a week
   - O Several times each month
   - O Once a month
   - O Less than once a month

6. What kind of products do you routinely purchase from the base exchange and/or convenience stores?
   - O Apparel
   - O House wares
   - O Convenience food items
   - O Health and beauty items
   - O Books, tapes, videos
   - O Gasoline
   - O Other items

Please continue on reverse side

7. Are you aware that profits from the base exchange and other retail establishments help support other programs and QOL initiatives on this base?

    O   Yes
    O   No

8. Please indicate how much value you place on the convenience of having retail establishments on base:

    O   Great value
    O   Considerable value
    O   Some value
    O   A little value
    O   No value at all

9. Do you agree that providing the base exchange and other retail services is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

10. How much do you think having retail services on-base contributes to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

11. How much do these retail establishments contribute to your/your family's satisfaction with military life style?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

12. Are you and your spouse both active duty Marines?

    O   N/A, not married
    O   Yes
    O   No

13. Do you presently live in:

    O   Base housing
    O   Military housing off-base
    O   Civilian housing

Youth Programs

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you.. Depending on the services or programs that you may use, you may be asked to fill out different questionnaires to get your opinions. Please include your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys.

Public Law 93-579 requires that you be informed of the purposes and uses to be made of this information, collected under the authority of 5 United States Code 301. The information collected with this questionnaire will be used to evaluate current QOL programs in the Marine Corps. **THE INFORMATION YOU PROVIDE WILL NOT BECOME PART OF YOUR/YOUR SPONSOR'S PERMANENT RECORD AND WILL NOT AFFECT YOUR/YOUR SPONSOR'S CAREER IN ANY WAY.**

1. Location (Base/Installation/Station):
    O   Albany
    O   Barstow
    O   Beaufort
    O   Camp Butler
    O   Camp Lejeune
    O   Camp Pendleton
    O   Cherry Point
    O   El Toro
    O   Iwakuni
    O   Keneohe Bay/Camp Smith
    O   Kansas City
    O   Miramar
    O   New River
    O   Parris Island
    O   Quantico
    O   San Diego
    O   Twentynine Palms
    O   Tustin
    O   Henderson Hall
    O   Yuma

2. Are you:

    O   Active duty Marine
    O   Spouse of active-duty Marine
    O   Active duty, other service
    O   Spouse of active duty, other service
    O   Other

3. If <u>active duty</u> member, please enter <u>your</u> SSN. If <u>spouse</u>, please enter your <u>sponsor's</u> SSN:

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4. In which of the following <u>USMC-sponsored</u> programs is your child (or children) involved? *Please mark all that apply.*

    O   Youth Center
    O   Youth sports
    O   Teen activities
    O   Summer camps
    O   Other

5. In which of the following programs in the <u>civilian community</u> has your child (or children) been involved?

    O   None
    O   Youth Center
    O   Youth sports
    O   Teen activities
    O   Summer camps

6. Overall how do you think the USMC youth programs compare to those in the civilian community?

    O   USMC programs are much better
    O   USMC programs are somewhat better
    O   USMC & civilian programs are about the same
    O   Civilian programs are somewhat better
    O   Civilian programs are much better
    O   No opinion

Please continue on reverse side

7. Do you agree that your child's health and safety is closely safe-guarded while engaged in activities of the youth programs?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

8. Do you agree that providing youth programs , on base is one way the Marine Corps shows its concern for members and their families?

    O   Strongly agree
    O   Agree
    O   Neither agree nor disagree
    O   Disagree
    O   Strongly disagree

9. How much do you think youth programs contribute to quality of life in the Marine Corps?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

10. How much do the youth programs contribute to your family's satisfaction with military life style?

    O   A great deal
    O   Quite a lot
    O   Somewhat
    O   A little
    O   Not at all

11. Does your child (or children) routinely go to the youth center before and/or after the school day?

    O   Yes
    O   No

12. Do you presently live in:

    O   Base housing
    O   Military housing off-base
    O   Civilian housing

Appendix C

Notes on File Structure and Analysis

Notes on File Structure and Analysis

Questionnaire data will be scanned into files for analysis at the individual level and it is at that level that matching with the QOL data base and/or master files can be done. After extracting supplemental variables from the QOL data base and adding them to the file, individuals should be grouped for analysis first by instrument code and then by program code. The first three digits of the instrument code identify the program, the fourth digit identifies the program component (when components have separate questionnaires), and the last two digits identify the questionnaire. Because for most programs all components are being assessed with a single instrument, the fourth digit is usually a zero indicating that it applied to all program components. Assigned codes for programs, components, and questionnaires are to be found in Appendix D.

Summary values for descriptive statistics, such as the mean response on a questionnaire item or group frequencies on a demographic variable, can then be added to the program file for analysis at the program level. Program files are organized by the program, then by components within a program and by locations within a component. This will permit analysis at the program level and the component level system wide for Headquarters' use, and of both at the location level to provide information to local program managers.

Extracting variables from the QOL data base will provide additional demographic information for individuals in the matched group. Depending upon the domain, several objective variables may also be available. In addition, it suggested that participants of a program be compared with the general population (all QOL data) to determine if they report more positive QOL in the related domain and on the global Qol composite. For each program, determine how a group of program-specific participants compare to the general population on measures of personal readiness, retention intentions, and performance.

Appendix D

Codes for Programs and Questionnaires

Codes for QOL Programs and Program Components
Included in the Assessment Project

Code	Program/ Component
101	Child Care Program
1011	Child Development Centers
1012	Family Home Care
1013	Special Programs
102	Counseling Program (non-FAP)
1021	Individual Counseling
1022	Marriage Counseling
1023	Family Counseling
103	Deployment Support Program
1031	Pre-Deployment Program
1032	Mid-Deployment Assistance
1033	Return and Reunion
104	Exceptional Family Member Program
1041	Appropriate Duty Assignment
1042	Resource Referrals
1043	Support Groups
105	Family Advocacy Program
1051	Prevention Services
1052	New Parent Support Group
1053	Intervention & Case Management
106	Family Enrichment Program
107	Family Member Employment Assistance Program
1071	Job Ready Workshops and Seminars
1072	Job Referrals/Job Searches
1073	Career Counseling
201	Food and Hospitality Program
2011	Clubs & Restaurants
2012	Temporary Lodging Facilities
2013	Snack Bars
202	Libraries
108	Personal Financial Management Program
1081	Financial Education
1082	Financial Counseling
203	Physical Fitness Programs
2031	Gyms
2032	Fitness Centers
2033	Intramural Sports
2034	Fitness Classes
204	Recreation Programs: Area I
2043	Bowling Centers
2044	Golf Courses

Code	Program/ Component
205	Recreation Programs: Area II
2051	Barracks Rec Rooms
2052	Lounges
206	Recreation Programs: Area III
2061	Auto Hobby Shop
2062	Information, Ticket, & Tours Center
2063	Outdoor Recreation
109	Relocation Assistance Program
1091	Pre-Departure Briefings/Counseling
1092	Sponsorship Program
1093	Welcome Aboard Briefings/Newcomer Assistance
207	Retail Operations
2071	Exchanges
2072	Convenience Stores
2073	Misc. Retail Services
110	Substance Abuse Program
1101	Education
1102	Treatment
111	Voluntary Education Programs
1111	MASP
1112	MACE
1113	SOCMAR
1114	MCSEN
1115	DANTES
1116	Apprenticeship Program
1117	PACE
208	Youth and Teen Programs
2081	Youth Centers
2082	Youth Sports
2083	Teen Activities
2084	Summer Camps

Questionnaire Codes

101001	Child Care Patron Questionnaire
102002	Counseling Client Questionnaire
103003	Deployment Support Participant Questionnaire
103004	Mid-Deployment Support Questionnaire
104005	E.F.M. Program Participant Questionnaire
105006	Family Advocacy Program Participant Questionnaire
106007	Family Enrichment Program Participant Questionnaire
107008	Family Member Employment Assistance Questionnaire
108009	Financial Management Program Participant Questionnaire
109010	Relocation Assistance Program Participant Questionnaire
110011	SA Educational Program Participant Questionnaire
110012	SA Treatment Program Client Questionnaire
111013	Voluntary Education Program Participant Questionnaire
201014	Food & Hospitality Program Patron Questionnaire
201015	Food & Hospitality Program-Questionnaire for Temporary Lodging Patrons
202016	Library Program Patron Questionnaire
203017	Physical Fitness Program Participant Questionnaire
204018	Recreation Programs I Patron Questionnaire
205019	Recreation Programs II User Questionnaire
206020	Recreation Programs III Patron Questionnaire
207021	Retail Operations Program Patron Questionnaire
208022	Youth Programs Participant Parent Questionnaire

Distribution List

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